1983-84
Annual Report

Ministry of Labour
Ontario

Fiscal year ending
March 31, 1984

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Office of the
Minister

Ministry
of
Labour

400 University Avenue
Toronto, Ontario
M7A 1T7
(416) 965-4101

His Honour
The Lieutenant-Governor in Council

May it please Your Honour:

I have the privilege of presenting the 65th Annual Report of the Ministry of Labour for the fiscal year ending March 31, 1984.

I respectfully submit the report as attached.

The Honourable Russell H. Ramsay
Minister

Office of the
Deputy Minister

Ministry
of
Labour

400 University Avenue
Toronto, Ontario
M7A 1T7
416/965-4115

The Honourable Russell H. Ramsay
Minister of Labour

Dear Mr. Ramsay:

I am pleased to submit the Ministry of Labour's Annual Report for the year ending March 31, 1984.

I believe that the Ministry and each of its programs played a positive role during the year in assisting both labour and management to achieve consensus, reduce conflict and enhance equity in the work place.

In that context, the Ministry continued to be an active partner in the province's consideration of mechanisms for facilitating ongoing labour-management dialogue on the broad social and economic challenges that face the community. I draw your attention in particular to the expanded mandate of the Quality of Working Life Advisory Committee which, under its new title, The Labour-Management Study Group, has embarked on an ambitious and promising new program covering a much broader range of economic and social issues.

The Ministry made tangible progress in helping to enhance the substantial provisions for worker health and safety under the Occupational Health and Safety Act and by establishing, in co-operation with the Ministry of Agriculture and Food, the Ontario Task Force on Health and Safety in Agriculture.

It concluded an important phase of its review of workers' compensation law in preparation for the government's introduction of legislation to provide significant reform of the compensation system.

The Task Force on Employment and New Technology, which was established shortly after the year-end under the co-chairmanship of Robert White and William Boggs, with strong staff support from the Ontario Manpower Commission, is making excellent progress.

These achievements, and the many others of consequence described in this annual report were realized, in large measure, through the dedicated work of ministry staff, which performed its duties with sensitivity and professionalism.

Respectfully submitted,

T.E. Armstrong
Deputy Minister

Enclosure

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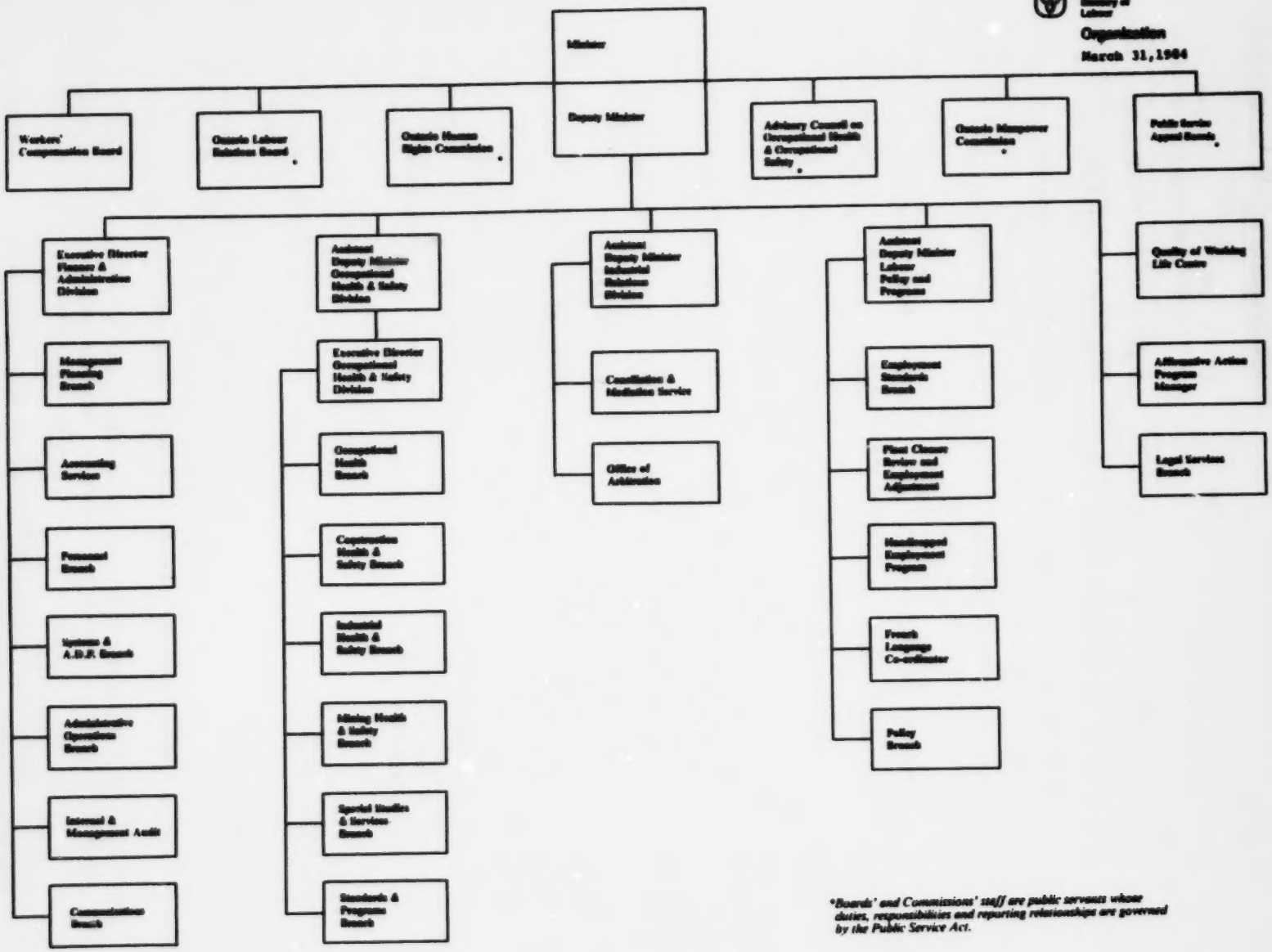
Ontario Ministry of Labour

Organization

March 31, 1984


Minister
Deputy Minister
Workers' Compensation Board
Ontario Labour Relations Board*
Ontario Human Rights Commission*
Advisory Council on Occupational Health & Occupational Safety*
Ontario Manpower Commission*
Public Service Appeal Boards*
Executive Director Finance & Administration Division
Management Planning Branch
Accounting Services
Personnel Branch
Systems & A.D.P. Branch
Administrative Operations Branch
Internal & Management Audit
Communications Branch
Assistant Deputy Minister Occupational Health & Safety Division
Executive Director Occupational Health & Safety Division
Occupational Health Branch
Construction Health & Safety Branch
Industrial Health & Safety Branch
Mining Health & Safety Branch
Special Studies & Services Branch
Standards & Programs Branch
Assistant Deputy Minister Industrial Relations Division
Conciliation & Mediation Service
Office of Arbitration
Assistant Deputy Minister Labour Policy and Programs
Employment Standards Branch
Plant Closure Review and Employment Adjustment
Handicapped Employment Program
French Language Co-ordinator
Policy Branch
Quality of Working Life Centre
Affirmative Action Program Manager
Legal Services Branch

'Boards' and Commissions' staff are public servants whose duties, responsibilities and reporting relationships are governed by the Public Service Act.

ACTS ADMINISTERED

	Administered By
Crown Employees Collective Bargaining Act	Public Service Appeal Boards
Employment Agencies Act	Employment Standards
Employment Standards Act	Employment Standards
Government Contracts Hours and Wages Act	Employment Standards
Hospital Labour Disputes Arbitration Act	Office of Arbitration
Human Rights Code, 1981	Human Rights Commission
Industrial Standards Act	Employment Standards
Labour Relations Act	Labour Relations Board
Ministry of Labour Act	Main Office
Occupational Health and Safety Act	Occupational Health and Safety Division
One Day's Rest in Seven Act	Employment Standards
Rights of Labour Act	Main Office
Workers' Compensation Act	Workers' Compensation Board
Workmen's Compensation Insurance Act	Workers' Compensation Board
Blind Workmen's Compensation Act	Workers' Compensation Board

Industrial Relations Division

L.V. Pathe
Assistant Deputy Minister

The role of the Industrial Relations Division is to promote harmonious relations between employers and employees. The division's overall objective is a stable labour-relations climate in the province.

This objective is pursued through three activities: Program Administration, the Ontario Conciliation and Mediation Service and the Office of Arbitration.

The Ontario Conciliation and Mediation Service provides conciliation and mediation assistance to labour and management involved in collective agreement negotiations. In addition, the service provides preventive mediation assistance to labour and management during the term of the collective agreement.

The Office of Arbitration administers the sections of the Labour Relations Act dealing with rights arbitration. The office also administers the Hospital Labour Disputes Arbitration Act and co-ordinates the appeal process under the Employment Standards Act. In addition, the Office of Arbitration is involved in the recruitment and training of arbitrators and assists the minister in maintaining a panel of approved arbitrators.

The objectives of the Industrial Relations Division in pursuit of sound labour-management relations are as follows:

- to encourage effective bargaining as contemplated by the Labour Relations Act;
- to promote peaceful settlements through conciliation and mediation service;
- to provide, where necessary, preventive mediation assistance to labour and management during the term of the collective agreement;
- to facilitate the processes of grievance and interest arbitration in accordance with the intention of the Labour Relations Act and the Hospital Labour Disputes Arbitration Act.

An assistant deputy minister is responsible for directing and co-ordinating the activities of the Industrial Relations Division.

During 1983/84 the office had a complement of three - an assistant deputy minister, an executive assistant and a secretary.

Construction Industry Advisory Board/Residential Advisory Panel

An advisory body known as the Construction Industry Advisory Board has been established to advise the minister on issues of common concern to labour and management in the construction industry.

In addition, a residential advisory panel has been formed to deal specifically with the residential sector of the industry. Both the board and the panel are composed of senior representatives of labour and management.

Ontario Conciliation and Mediation Service

Ray Illing
Director

Harry J. Sparling
Chief, Technical Services

The goals of the Ontario Conciliation and Mediation Service are to foster harmonious labour-management relations and to minimize disruption in the economy arising from strikes and lock-outs.

To achieve these goals, the service, operating under the authority of the Labour Relations Act carries out major programs in two areas - collective agreement dispute resolution through conciliation/mediation, and preventive mediation.

The service performs conciliation and mediation functions, assisting employers and unions to achieve settlement of their contractual differences. In addition, OCMS has firmly established a program of preventive mediation, which involves anticipating and providing for the needs of management and labour in the development of their relationship to minimize disruptions and to facilitate peaceful negotiations of collective agreements.

Dispute Resolution Process

The process has two steps. First, parties unable to achieve an agreement in direct negotiations must meet with a conciliation officer before they resort to the economic sanction of a strike or lock-out. During this stage, an officer enters the negotiations and employs mediation techniques in an effort to bring parties to settlement. Should the parties fail to effect total agreement, a report is made to the minister recommending whether or not a board of conciliation be appointed.

Although the use of boards of conciliation after the conciliation officer stage is an alternative under the Act to the establishment of a strike/lock-out deadline, few have been appointed in recent years. Subject to ministerial policy, they remain as important tools to deal with disputes involving public service, pattern-setting industries and contentious first agreements. If it is recommended that a board not be appointed, a 'no board' report is issued establishing a legal strike or lock-out deadline, which occurs 14 days following receipt of the notification to the parties.

During this period, the mediation service maintains contact with both parties keeping them aware of the availability of further mediation assistance.

The second step - mediation - is an informal one in which the services of a mediator are made available to the parties at any point in negotiations following the conciliation officer's report. While the techniques of mediation are similar to those of conciliation, the intensive nature of this assistance, the pressure of a deadline or ongoing work stoppage and the personal persuasive abilities of a senior mediator are additional factors.

Preventive Process

The main preventive mediation areas are the Relationship Improvement Program, the joint training of supervisors and union stewards, and assistance in establishing joint action committees.

The Relationship Improvement Program is designed to do exactly that - improve union-management relations. It is a two or three-day seminar approach and is an adaptation of the concepts of Relationship by Objectives (RBO), which has been used extensively since 1975 and has proved effective in the promotion, development and maintenance of sound relationships between employers and unions.

The focal point of the training program is joint problem solving. Working in close consultation with both parties, OCMS mediators determine their needs and design a training program to include the study of attitudes, communications, leadership, grievance administration, and roles and responsibilities.

The establishment of a joint action labour-management committee is recommended in situations where the relationship would be assisted by a vehicle for regular formal communication. This may be applicable in a particular area or industry or in an individual plant. Resources are made available to assist the parties to establish and structure such a committee.

There are a number of other preventive mediation activities:

- From the time of certification, the progress of first agreement negotiations is followed so that assistance can be offered where it appears that a fledgling relationship is encountering difficulty.
- Negotiations following a 'no-board' report are closely monitored so that parties are aware of the mediation services available to them and can have access to a mediator without delay at this critical period.
- Under the Act, the minister may appoint a disputes advisory committee. Such a committee, composed of representatives of labour and management, assists and advises the parties in particularly difficult disputes. The minister can also establish an industrial inquiry commission to examine a range of subjects relating to the bargaining process in that particular industry.
- By keeping a record of the service's experience in specific disputes, early pre-negotiation contact can be made with parties whose previous negotiations were characterized by poor relationships, contentious issues or complex bargaining co-ordination. Mid-contract involvement of mediators, either informally or as special officers under the Act, has the potential of encouraging the parties to work on improving their relationship, dealing with problems underlying recurring negotiation issues and reducing to manageable proportions the issues to be faced during the pressure of negotiations.

The complement of the service at March 31, 1984 consisted of the director, the chief, Technical Services, 10 mediators, 17 conciliation officers, two research staff and 12 clerical and support staff.

1983/84 Activities/Caseload

During 1983/84, a total of 2,204 collective agreements disputes was referred to conciliation officers. These assignments represented a decrease of 498, or 18 per cent over the total for last year (Table 1). The officers disposed of 2,069 cases during the year, a 24 per cent decrease over last year's dispositions. At year end, 501 cases were still being dealt with by the officers, compared to 366 in 1982/83.

Post-conciliation or mediation assistance was provided in 817 new cases in 1983/84, compared to 934 cases last year (Table 2). The parties reached agreement in 772 of the cases that were disposed of, although 152 of them involved a work stoppage.

Mediators played a preventive role in 52 new cases in 1983/84, compared to 79 in 1982/83 (Table 3).

Table 1

Conciliation Applications Dealt With Under the Ontario Labour Relations Act, Fiscal Year 1983/84

	1983/84		1982/83	
	Disputes	**Employees**	**Disputes**	**Employees**
Assignments Received by Officers	2,570	225,600	3,105	467,995
Carried From Previous Year	366	21,030	403	79,111
Assigned to Officer During Year	2,204	204,570	2,702	388,884
Assignments Disposed of by Officers	2,069	153,884	2,739	446,965
Settled by Officer				
Construction	17	3,943	58	2,365
Non-construction	548	26,135	624	69,713
No Board				
Construction	196	1,858	535	75,890
Non-construction	1,127	112,244	1,239	264,730
Referred to Conciliation Board				
Construction	0	0	0	0
Non-construction	0	0	0	0
Lapsed or Withdrawn				
Construction	30	390	87	12,207
Non-construction	151	9,314	196	22,060
Assignments Pending at March 31	501	71,716	366	21,030

Table 2

Remedial Mediation Activity, Fiscal Year 1983/84

	1983/84						1982/83					
	Total		No Work Stoppage Involved		Work Stoppage Involved		Total		No Work Stoppage Involved		Work Stoppage Involved	
	Disputes	Empls.	Disputes	Empls.	Disputes	Empls.	Disputes	Empls.	Disputes	Empls.	Disputes	Empls.
Assignments Received by Officers	987	105,700	785	77,848	202	27,852	1,085	227,090	837	148,220	248	78,870
Carried Over from Previous Year	170	10,796	134	8,790	36	2,006	151	16,063	125	7,625	26	8,438
Assigned to Officers During Year	817	94,904	651	69,058	166	25,846	934	211,027	712	140,595	222	70,432
Assignments Disposed of by Officers	828	86,739	669	62,645	159	24,094	915	216,294	703	139,430	212	76,864
Settled During Mediation	618	59,147	530	46,154	88	12,993	609	162,344	467	120,693	142	41,651
Settled Following Mediation Assistance	154	26,869	90	16,004	64	10,865	267	41,040	207	16,562	60	24,478
Arbitration	2	49	2	49	-	-	11	11,805	10	1,805	1	10,000
Lapsed	13	268	9	114	4	154	15	897	9	232	6	665
Closed by Mediator, No Further Action by Parties	41	406	38	324	3	82	13	208	10	138	3	70
Assignments Pending at March 31	159	18,961	116	15,203	43	3,758	170	10,796	134	8,790	36	2,006

Table 3
Preventive Mediation Activity, Fiscal Year 1983/84

	1983/84		1982/83	
	Situations	Empls.	Situations	Empls.
Assignments Received by Officers	95	25,472	151	37,465
Carried Over From Previous Year	43	16,139	72	16,277
Assigned to Officers During Year	52	9,333	79	21,188
Assignments Disposed of by Officers	42	7,177	108	21,326
Assignments Pending at March 31	53	18,295	43	16,139

Office of Arbitration

Jean M. Read
Director

The Office of Arbitration assists the minister in carrying out his statutory responsibilities for constituting boards of arbitration and appointing single arbitrators under the Labour Relations Act and the Hospital Labour Disputes Arbitration Act. The office is responsible for the receipt and processing of requests from employers and trade unions for the appointment of arbitrators and nominees to boards of arbitration. This function involves identifying individuals qualified to act under ministerial appointment, providing administrative services to arbitrators, monitoring the progress of arbitration proceedings and cataloguing arbitration awards for public availability. In association with the Minister of Labour's Labour-Management Advisory Committee, which advises the minister on matters pertaining to arbitration, the office maintains a roster of arbitrators and is actively involved in the training of prospective arbitrators. Through its staff of grievance settlement officers, the Office of Arbitration also provides labour and management with grievance mediation services.

The Office of Arbitration also has responsibility for co-ordinating appeals under the Employment Standards Act and boards of inquiry pursuant to the Human Rights Code. The office publishes, and distributes to members of the industrial relations community, a monthly bulletin that summarizes current arbitration awards. Present circulation is approximately 5,000.

Labour Relations Act

A primary responsibility of the Office of Arbitration is to administer the expedited grievance arbitration procedure under section 45 of the Act. This statutory procedure may be invoked by either party to a collective agreement as an alternative to the arbitration procedure set out in the agreement. Upon receipt of a request under section 45, the minister is required to appoint a single arbitrator, who must commence to hear the dispute within 21

days of the request. The minister may appoint a grievance settlement officer to confer with the parties and attempt to effect a settlement prior to the hearing. Should the dispute proceed to a hearing, the Office of Arbitration endeavours to encourage a timely release of the award.

An advisory committee has been established under section 45 to advise the minister on matters relating to arbitration, particularly with respect to persons qualified to act as arbitrators. The chairman of the committee is the Assistant Deputy Minister, Industrial Relations Division, and its membership comprises three senior management and three senior labour representatives. A major achievement of the advisory committee has been the development of an arbitrator training program, which is administered by the Office of Arbitration and conducted under the guidance of accomplished arbitrators. Under section 44 of the Act, parties who have elected to follow the arbitration procedure in their collective agreement may request the minister to assist them in constituting a board of arbitration. For example, in the event of one party failing to appoint its nominee to the board or the parties' nominees failing to agree on a chairman, the minister, upon request, may make the necessary appointment. Alternatively, at the request of the parties, the Office of Arbitration will supply them with a list of arbitrators to facilitate their selection of a chairman. On a consensual basis, the services of a grievance settlement officer may also be made available to parties proceeding to arbitration under their collective agreement.

Hospital Labour Disputes Arbitration Act

The Hospital Labour Disputes Arbitration Act provides for compulsory arbitration of unresolved collective bargaining disputes between hospitals and trade unions representing hospital employees. Strikes and lock-outs are prohibited. The Office of Arbitration assists in facilitating the system of arbitration under the Act. It recommends to the minister the names of individuals for appointment as nominees or chairmen of boards of arbitration where parties have failed to constitute a board in accordance with the Act. The Office of Arbitration may also arrange the arbitration hearing, notify the parties and their nominees of the date and place of the hearing and monitor the proceedings to ensure that the award is released within a reasonable time after the hearing.

Employment Standards Appeals

The Office of Arbitration has assumed responsibility for co-ordinating appeal procedures under the Employment Standards Act. This includes employer appeals against orders to pay issued by employment standards officers. Referees are appointed on behalf of the Director of the Employment Standards Branch, and the Office of Arbitration handles all administrative procedures with regard to time and venue and ensures that all interested parties have been given due notice of the hearing. Referees appointed to hear these appeals are expected to issue their decisions within three weeks from the date of the final hearing.

Human Rights Inquiries

The Office of Arbitration has also been assigned responsibility for assisting the minister to constitute boards of inquiry under the Human Rights Code and co-ordinating hearing arrangements in accordance with the time limits set out in the Code.

1983/84 Activities

Continuing with its initiative of the three previous years, 1983/84 saw the successful completion of the ministry's fourth arbitrator development program. Five aspiring arbitrators graduated from the program during the year and are now receiving ministerial appointments.

Under section 45 of the Labour Relations Act, 1,302 single arbitrators were appointed. As a result of the involvement of settlement officers, 964 disputes were resolved prior to hearing for a settlement rate of 70 per cent. Aside from section 45, the minister was involved in the appointment of 225 arbitrators for parties experiencing difficulty establishing a board of arbitration. On 261 occasions, lists of arbitrators were supplied at the request of parties.

Services of grievance settlement officers were provided to parties proceeding to arbitration under their collective agreement in 615 cases. Of this number, 424 were resolved for a settlement rate in excess of 80 per cent.

Under the Hospital Labour Disputes Arbitration Act, 12 arbitrators were appointed by the minister. Lists of arbitrators were provided upon request in 18 cases.

Under the Employment Standards Act, 263 referees were appointed through the Office of Arbitration, while 30 boards of enquiry were set up under the Human Rights Code.

The caseload of the Office of Arbitration is more particularly described in Table 1 below.

The Office of Arbitration received and catalogued 1,875 awards during fiscal year 1983/84. Awards in the amount of 38,021 pages were purchased by the public.

The complement for 1983/84 was 17, consisting of a director, five grievance settlement officers and 11 clerical and administrative staff. In overload situations, grievance mediation assistance was provided by field staff from the Conciliation and Mediation Services Branch.

Table 1 — Activities during 1982/83 and 1983/84

	1982/83						1983/84					
	Empl. Stds. Appeals	Human Rights Bds of Enquiry	HLDA (interest)	The Labour Relations Act (rights)		Total 1982/83	Empl. Stds Appeals	Human Rights Bds of Enquiry	HLDA (interest)	The Labour Relations Act (rights)		Total 1983/84
				s.44	s.45*					s.44	s.45*	
Panels Provided	x	x	20	199	x	219	x	x	18	261	x	279
Arbitrators/Referees - ministerially arranged	209	4	23	213	1,194	1,643	263	30	12	225	1,302	1,832
Nominees Requested	x	x	2	66	x	68	x	x	3	136	x	139
Ministerial Nominations	x	x	1	0	x	1	x	x	0	2	x	2
Pre-Hearing Mediation Assignments	x	x	x	613	1,271	1,884	x	x	x	615	1,375	1,990
Pre-Hearing Mediation Settlements	x	x	x	418	995	1,413	21	17	13	424	964	1,439
Total Awards Filed	210	0	30	1,182	440	1,862	172	6	27	1,097	573	1,875
Total Awards Purchased (pages)	x					40,116	x					38,021

Legend: 0 - no activity
x - not applicable

* expedited grievance arbitration

Occupational Health and Safety Division

Ann E. Robinson, PhD., FCIC
Assistant Deputy Minister

Brian Goodman, B.A., LL.B, LL.M
Executive Director

The Occupational Health and Safety Division seeks to improve worker health and safety in Ontario workplaces by:

- administering the Occupational Health and Safety Act and regulations;
- reviewing existing programs;
- developing new strategies, regulations, guidelines, codes, and hazard alerts to prevent occupational-related injuries and illnesses;
- advising, educating or training (as appropriate) all parties with respect to rights, duties and responsibilities under the legislation.

The assistant deputy minister is responsible for strategic planning with respect to broad policy issues and for external relations relating to the field of occupational health and safety.

The executive director is responsible for the delivery of services by the six branches of the division, operations policy, the Program Development Unit and related administrative program delivery and policy issues.

The complement of the division for 1983/84 was 732.

The division administers the Occupational Health and Safety Act and regulations for construction projects, mines and mining plants, and industrial establishments. It also administers a regulation for firefighters' head protection and a regulation defining critical injury. In addition, the division administers regulations for the control of exposure to certain toxic substances. Subsequent to the asbestos, coke oven emissions, lead, mercury and vinyl chloride regulations, noted in last year's annual report, regulations respecting isocyanates and silica became law.

In 1982 notices of the possible regulation of arsenic, acrylonitrile, benzene and formaldehyde, and cadmium, chromium, ethylene oxide and styrene were published. Proposed regulations and codes for benzene and formaldehyde were published in July 1983, and for acrylonitrile and arsenic in August 1983. The proposed benzene regulation was sent to the Advisory Council on Occupational Health and Occupational Safety on March 13, 1984.*

Technical issues arising from the proposed noise regulation continued to be studied by a three-person committee established by the ministry in March 1983. The committee is chaired by Mr. Kevin Burkett of the Ontario Labour Relations Board, with Mr. Ken Valentine, formerly of the United Steelworkers of America, and Mr. Norm Lockington of Dofasco, serving as members. The committee is advised by Dr. Edgar Shaw of the National Research Council of Canada. The special advisory committee received 68 briefs, and will share its draft report with the parties prior to submitting its recommendations to the minister.**

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* The proposed acrylonitrile regulation was sent to council on April 19, 1984.

** The draft report was circulated to the parties on April 18, 1984 and comments were requested by May 31, 1984.

The division continued to consult with the parties regarding the extension of the Act to teachers, university academics and the farming community. A regulation extending the Act to teachers was filed on March 30, 1984. The Act will apply to university academics and teaching assistants on July 1, 1984*. A task force co-sponsored by the Ministry of Agriculture and Food was established to report on the hazards faced by those engaged in farming operations and on how those hazards should be controlled. The task force held its first meeting on October 14, 1983 and has continued to meet every three or four weeks. Hearings are planned for late 1984 and early 1985. A report is expected during the summer of 1905.

The division consulted with representatives of the diving community and developed a draft regulation.**

Discussions began with representatives of the petroleum industry concerning the drafting of regulations to cover workers engaged in drilling oil and petroleum wells.

The Mining Legislation Review Committee, under the chairmanship of Mr. Cam Barrett, has continued to review the mining regulations. In September 1983, 76 changes to the previous regulation became law.

On March 6, 1984 a regulation amending the Regulations for Construction Projects came into force to make sections of the construction regulations apply to all workers engaged in work on elevated or suspended workplaces on building facades. The regulation covers, among other workers, window cleaners. This is an interim measure since the division is developing a more comprehensive window-cleaning regulation.

During 1983/84 the division continued to administer the Lottery Awards Program. Funding was approved for many significant programs and projects in the area of manpower training and applied research. The minister made awards totalling $600,000.

To promote awareness of the Act and regulations in order to encourage compliance, a guide to the Act and a guide for joint health and safety committees and representatives were published.

Consultation with management also helps to achieve compliance with the legislation and reduce injuries and illnesses. Division staff have continued to work with parties in the workplace to make them aware of their rights, duties and responsibilities.

The Advisory Service on Industrial Relations was transferred in August 1983 from the Occupational Health and Safety Division to the Industrial Relations Division, Conciliation and Mediation Services. To promote the internal joint responsibility approach to health and safety, the unit continues to work with the workplace parties as the Occupational Health and Safety Advisory Service.

Members of the division work along with other agencies, such as Labour Canada and the Atomic Energy Control Board, that have related interests in complementary legislation. Staff of the division serve as agents of Labour

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* The regulation was filed on May 11, 1984.

** On May 9, 1984 a proposed diving regulation was published for comment, and distributed to interested parties.

Canada in administering health and safety standards in uranium mines. Staff of the division worked with Labour Canada, the Atomic Energy Control Board (AECB) and labour and management representatives of uranium mines in response to a request by the parties for a federal regulation incorporating by reference the Occupational Health and Safety Act, and giving authority to Ontario Ministry of Labour inspectors to administer and enforce the regulation. The division also provides information to government agencies on the health effects of various chemicals used in Ontario workplaces, not only those in the mining industry. Occasional visitors from other jurisdicitions have been welcomed by the division.

In August 1983 responsibility for the toxic substance program was transferred from the Standards and Programs Branch to the Strategic Policy Unit and the Program Development Unit. The former reports to the assistant deputy minister and the latter reports to the executive director of the division. Each unit is headed by a manager. The Standards and Programs Branch continues to be responsible for assisting in the development of programs related to specific economic sectors, and hazards other than of toxic substances.

Strategic Policy Unit

The Strategic Policy Unit has a complement of six, including three scientists, a statistician and a policy analyst. The unit reports to the assistant deputy minister through its manager.

The mandate of the Strategic Policy Unit includes: establishing policy and setting priorities for control of toxic substances and physical hazards; maintaining external liaisons, and developing, administering and analyzing data arising from the work injury information system; and identifying development needs and priorities on the basis of technical, social and economic factors.

To properly address these tasks a number of activities were initiated. Issues considered included the preparation of criteria that may be used to assign priorities for control of toxic substances in the workplace; the use of risk assessment; and alternative control strategies to substance-by-substance designation. Routine monitoring activities were implemented, encompassing review of scientific and technical literature; trends and activities in other jurisdictions were also monitored.

The Strategic Policy Unit reviewed and analysed the final reports of studies of five toxic substances. Specific control strategies have been recommended for two substances. Further studies have been recommended for one substance. Background material has been evaluated, and recommendations to initiate contract studies have been made for three substances.

To assist in evaluating, and establishing priorities for, the substances appearing on the previously developed list of toxic substances for consideration of a control strategy, a brief summary of information, including health effects and main uses, has been prepared for all items on the priority list. Work is in progress to develop control strategies, other than substance-by-substance designation, such as generic regulations, and to determine for which types of substances such an approach would be appropriate.

Routine monitoring activities have, on occasion, uncovered substances not already on the list of toxic substances for which adverse health effects are reported or may be expected. Background information has been collected and reviewed for such substances.

Program Development Unit

On March 31, 1984 the Program Development Unit had a complement of 15. It reports to the executive director of the Occupational Health and Safety Division through its manager. The unit consists of a group of eight occupational health hazard analysts working under the direction of two project managers, an economic analysis group and an operational policy analyst. The economic analysis group, comprising three economists, was established in January 1984 following the decentralization of the Research Branch. The primary responsibility of the group is to advise and assist in the development of designated substances and other health and safety regulations.

1983/84 Activities

Early in fiscal year 1983/84 the Program Development Unit completed a designated substance regulation for silica, and met with officials of the advisory council to discuss the proposed silica regulation. At the same time, a final review was made of the isocyanates regulation, and the Regulation respecting Isocyanates - made under the Occupational Health and Safety Act was published in July 1983. The Regulation respecting Silica - made under the Occupational Health and Safety Act was published in December 1983.

The unit compiled and analysed public comments received on the Notice of the possible designation of eight substances published in November 1982. Proposed regulations and codes were published for benzene and formaldehyde in July 1983, and for acrylonitrile and arsenic in August 1983. Background documentation was prepared in support of the proposed regulations and placed in the Ministry Library and the district offices of the ministry for public review. Public comments received on these proposed regulations were compiled and analysed, and staff met extensively with industry and labour groups to discuss the proposed regulations and codes.

Occupational health hazard analysts made presentations at a series of public meetings during October 1983 to outline the ministry's response to the public comments received on the proposed regulations. The revised proposed regulations were reviewed, and reasons given for changes made.

After the public meetings, further public comments were received and analysed. The proposed regulations were again revised as appropriate in light of these comments. Unit staff also made field visits to gather additional information about the impact of the proposed regulations on specific companies and industry sectors.

Development continued on a proposed asbestos regulation for construction projects in close co-operation with the Construction Safety Association of Ontario. Staff met with construction industry management and labour representatives to discuss the proposed regulation.

The unit participated in a labour/management styrene seminar in September sponsored by the Society of the Plastics Industry of Canada for the purpose of initiating a styrene exposure reduction program in the reinforced

plastics/composites industry. Discussions were held with representatives of the reinforced plastics industry on the feasibility and content of such a program.

Development continued on proposed regulations and codes for cadmium, chromium and ethylene oxide. A task force was organized that undertook a survey of exposures to ethylene oxide in Ontario hospitals.

In addition to co-ordinating the development of proposed regulations, unit staff participated in meetings with industry and labour representatives to discuss proposed Notices requesting information on the health effects of, use in Ontario of and exposure of workers to, nickel and its compounds and coal tar products.

Staff assisted the Industrial Health and Safety Branch to develop a training program for the inspectorate on the hazards of pesticide application and the protective measures to be taken by pesticide applicators.

In addition to working on proposed designated substances, the unit is responsible for developing background information on other occupational health hazards. Studies on welding and torch cutting hazards and on epoxy resin systems were commenced. The studies will report on the nature and extent of worker exposures, workplace monitoring, exposure limits and legislation in other jurisidictions, and societal concerns. Copies of reports for coal tar pitch, nickel, aromatic amines and azo dyes were distributed to the public and placed in the Ministry Library. Draft reports were received for chlorine, coal tar pitch volatiles, epoxy resin systems and trimellitic anhydride. Final reports were received for aromatic amines and azo compounds, chlorine, coal tar pitch volatiles and trimellitic anhydride. Also commissioned was a study of the cost of styrene compliance methodologies in the reinforced plastics industry.

The unit assembled preliminary information on the health effects and use in Ontario of fire retardants, pesticide formulation and application, wood preservatives and welding fumes, and prepared a background document on the use of titanium diozide in Ontario workplaces.

Draft data sheets for inspectors were prepared for toluene diisocyanate, mercury and mercury in its compounds, diphenylmethane diisocyanate, lead and lead in its compounds, vinyl chloride,1,1,1-trichlormethane, tetraethyl and tetramethyl lead, and silica.

Draft explanatory booklets for the designated substance regulations entitled A General Guide to the Regulations and A Guide to the Lead Regulation were revised, and draft explanatory booklets for the mercury and isocyanates designated substances regulations were prepared.

An improved prosecution policy was developed that outlines situations where prosecutions are to be considered to ensure a uniform approach to prosecution under the Act and regulations.

The Economic Analysis Section drafted a framework for jurisditional comparisons, and began the development of a comprehensive framework for in-depth economic analysis. It provided economic and cost analysis input to projects on titanium dioxide and ethylene oxide, and did preliminary work on a monthly report to link labour market conditions and work injury statistics.

Occupational Health Branch

Peter L. Pelmear, MD, FFOM, CCBOM
Director

The objective of the Occupational Health Branch is to provide consultation and assistance to the inspectorate, employers and workers on the recognition, evaluation and control of health hazards in the workplace in order to promote a healthful and safe occupational environment for Ontario's workers. The branch therefore provides support services to the inspectorate branches of the Ministry of Labour, the Ministries of the Environment and Health and the Worker's Compensation Board.

The branch participates in the development of standards and guidelines to control harmful exposures in industrial environments that may adversely affect the health of workers. Senior staff have participated in the development of the designated substance regulations and have been largely responsible for the development of the codes. The branch is now engaged in auditing the medical and hygiene aspects of the control programs established under the designated substance regulations, and provides a series of chest X-rays, pulmonary function tests and blood and urine analyses.

The branch's journal, Occupational Health in Ontario, is published under the direction of an editorial board, and is available to libraries and health personnel without charge. Copies may also be purchased through the Government Bookstore at 880 Bay Street. The journal provides the reader with informative insights into new scientific and medical opinions in the field of occupational health.

The Occupational Health Branch program is initiated and administered through the branch's three services and a resource section, each of which reports to the director through a chief of service.

The branch's complement during fiscal year 1983/84 was 182. This was comprised of:

Administration and Resource Section - the director, a manager of program administration, an administrative assistant, a senior consultant, three physicians, two engineers, a scientist, an audiologist, a biostatistician, a liaison officer, a survey organizer, an administrator and 20 support staff.

Medical Service - 16 physicians, 10 nurses, 21 technicians and 10 support staff.

Hygiene Service - 20 hygienists and one support staff.

Laboratory Service - 13 scientists, 51 technicians and five support staff.

1983/84 Activities

Resource Section

To meet the demands for information on all aspects of occupational health and toxicology, the Resource Section provides scientific and medical support to the branch and ministry consultants, and assists in the

development of codes for designated substances. The two special projects, which commenced in fiscal year 1981/82, involving the assessment of hospital worker exposure to nitrous oxide, halothane and enflurane, and the assessment of worker exposure to formaldehyde, were continued.

The assessment, initiated in 1982/83, of the environmental and respiratory status of workers exposed to isocyanates in four polyurethane foam plants was completed.

The Noise and Vibration project, initiated in 1982/83, surveyed a foundry in 1983/84. The statistical analysis of the data and further surveys will continue in fiscal year 1984/85.

Under section 21 of the Act, companies are required to notify the Ministry of Labour of new toxic chemical or biological agents in Ontario. Section 21 deals specifically with new agents that have been introduced onto the market. Notifications are submitted to the director of the Occupational Health Branch, and a toxicologist within the Resource Section assesses the data supplied. Where a hazard to the health or safety of workers may exist, further reports and assessments are required by the director. Field visits to notifying companies are also performed. To date there have been 74 notifications, including 29 in 1983/84.

The Resource Section, in conjunction with the Systems and ADP Branch, is co-ordinating the utilization of a computer system to accommodate all the data received by the OHB. The computer system involves the usage of mini-computers, satellite terminals and the Queens Park data storage facility. The computer is also used by the section for the data analysis of the ongoing research projects.

Occupational Health Medical Service

This service has three sections: physicians, nurses and chest clinics. The senior medical and nursing consultants are located at Head Office in Toronto, and the consultants in field offices, with the inspectorate in Scarborough, Mississauga, London, Hamilton, Sudbury, Ottawa and Kingston.

Medical Consultants

The medical consultants work with the industrial, construction and mining inspectors as well as with other members of the branch to investigate situations where health hazards may exist, to evaluate occupational health services and to advise on the establishment of medical surveillance programs. The physicians also act as consultants to the Workers' Compensation Board, hospitals and family physicians. The consultants have participated in the branch research projects and in education activities. In total, 1106 field visits and 281 air quality comments were done by the medical consultants.

Nursing Consultants

The nursing consultants visit industries and institutions to promote employee health programs where none exist, and to encourage improvement and

expansion of existing occupational health programs. During the 1983/84 fiscal year, the collection of health questionnaire data for the Anaesthetic Gases and the Formaldehyde Projects was a priority for the nursing consultants, and resulted in a considerable reduction in the number of field visits.

In total, 361 field visits were made to promote occupational health directly; 506 days and 49 days were used respectively to administer and collect questionnaires for the Anaesthetic Gases and Formaldehyde Projects. To date, over 4,935 of the 6,000 workers exposed to anaesthetic gases have been interviewed with 2,803 controls, and all 977 selected industrial workers exposed to formaldehyde, with 653 controls, have been interviewed.

Source of Physician and Nursing Visits Requests

Carry over from 1982/83	292	
Industrial Health and Safety Branch	362	
Occupational Health Branch	467	(127 + 340 nursing)
Construction Health and Safety Branch	1	
Workers' Compensation Board	531	
Companies	11	
Administration	6	
Private Physician	5	
Other	3	
Total	1,678	

Physicians Visits	Requests	Field Visits	Outstanding
Carry Over	292		
April	76	62	
May	86	82	
June	107	100	
July	60	63	
August	94	87	
September	112	91	
October	84	119	
November	87	86	
December	102	71	
January	82	89	
February	91	109	
March	65	147	
Total	1,338	1,106	232

Nursing Visits	Field Visits	Outstanding
Carry Over	0	
April	25	
May	28	
June	27	
July	41	
August	36	
September	36	
October	40	
November	23	
December	11	
January	19	
February	33	
March	42	
Total	361	0

Summary of Field Visits

Source	Totals
Physicians	1,106
Nurses	361
Hygienists	1,818
Pre-Development Review (Engineers)	56
Liaison Officer (Chest Services)	21
Occupational Health Laboratory Technicians	1,333
Total Field Visits	4,695

Chest Clinics

There were two major initiatives during the 1983/84 fiscal year. Firstly, in the northern clinics, Thunder Bay, Elliot Lake, Sudbury, Timmins and Kirkland Lake, major re-appraisals and adjustments were made to X-ray equipment for standardizing the quality of radiographs. While this had already been started with the four mobile units servicing southern Ontario, the transfer of the northern clinics in late 1982 to the Ministry of Labour led to an extension of this quality control program. Secondly, in the south, new mainframe computer services were programmed and put into routine use for reporting radiographic and spirometric results.

A film collection for Canadian readers of chest X-rays by the International Labour Organization code, started during the previous year, has been continued. A retrospective study of silicosis in Ontario miners was started in association with staff from McMaster University, and data gathering for a smaller study of control subjects in the evaluation of exertional breathlessness in pulmonary disability claimants was completed. A wood-worker's study organized by the Occupational Health clinic at St. Michael's Hospital in Toronto used spirometric equipment and a technician from the Ministry of Labour pulmonary function laboratory. Similarly, the chest clinics continued, when requested, to serve other sections of the ministry with specialist advice.

I Southern

(a) Chest X-rays

Chest X-ray examinations were carried out mainly for the surveillance of workers exposed to the three designated substances - free silica, asbestos and isocyanates. Smaller numbers of workers exposed to other respiratory hazards, such as beryllium, hard metal (tungsten carbide and cobalt), nepheline syenite and cadmium, continued to be served in ongoing programs started in previous years.

In December 1982 the northern chest clinics were transferred from the Ministry of Health to the Ministry of Labour. Miners in the North Bay region were examined at mobile units sent from Toronto. Considerable efforts were made to ensure uniform X-ray quality in all clinics. This involved recalibration and renovation of equipment to pneumoconiosis-oriented film reading requirements.

A total of 23,714 workers were examined (Table 1). Of these 14,298 were in silica exposure, 4,464, in asbestos exposure, 1,156, in isocyanate exposure, and 3,796 were exposed to other respiratory hazards.

Twenty-eight persons were found to have newly developed radiographically suspected silicosis (Table 2).

Examinations were conducted on 4,464 asbestos handlers. Newly developed radiographically suspected pulmonary parenchymal asbestosis was found in five (Table 3).

Five persons were suspected of having pulmonary malignancy.

Fifty-seven workers were diagnosed as having dust effects, i.e. showing an X-ray pattern that was consistent with the earliest possible appearances of pneumoconiosis, but of insufficient degree to make a firm X-ray diagnosis. Such films are re-examined with special attention at appropriate intervals.

During 1983/84, 502 chest X-rays were taken on claimants for evaluation by the Advisory Committee on Occupational Chest Disease.

Table 1

Chest X-ray Examinations

Silica Mines	1,639
Silica Foundry	5,342
Silica Others	7,317
Asbestos	2,938
Asbestos and Silica	1,481
Isocyanates	1,156
Others	3,796
Total	23,714

Table 2

Silicosis

Of 14,298 persons employed in various silica exposures, radiological evidence of silicosis was reported in 49. Twenty-eight of these were newly diagnosed.

	Previously Reported	Newly Diagnosed	Total
Simple Silicosis	19	26	45
Complicated Silicosis	2	2	4
Total	21	28	49

Table 3

Asbestosis

Of 4,464 asbestos exposed persons examined, radiological evidence of asbestosis was reported in 32. Five of these cases were discovered in 1983/84.

	Previously Reported	Newly Diagnosed	Total
Asbestos Exposure	16	4	20
Asbestos/Silica Exposure	11	1	12
Total	27	5	32

(b) Pulmonary Function

Forced expiratory spirometry with portable spirometers continued to be used as the main physiologic surveillance tool by field staff on visits to industries. An innovation late in the year was the printing of a brief standardized respiratory questionnaire on the tracing sheet to indicate symptoms that might help in the interpretation of abnormal numeric values. Earlier in the year, detailed occupational and exposure histories had been started when the mainframe computer system went into routine service. The pulmonary function laboratory staff helped in the development of systems for entering this new information into the mainframe computer.

During the year, the laboratory staff analysed spirometric tracings from 24,396 employees in 1,028 companies (Table 4). The significant abnormalities are listed in Table 5. Complex pulmonary function studies at rest and on exercise were done in the Toronto clinic for the evaluation of 494 claimants to the Workers' Compensation Board.

A unique grading system for estimating the quality of spirometric tracings was designed and introduced during the past year. This permits a semi-quantitive as well as a qualitative assessment.

Table 4

Pulmonary Function Tests

Silica Mines	1,639
Silica Foundry	5,342
Silica Others	7,317
Asbestos	2,983
Asbestos and Silica	1,481
Isocyanates	1,838
Others	3,796
Total	24,396

Table 5

Pulmonary Function Tests

Exposure Group	Number of Employees	* Significant Abnormalities # Tests	% of Total
Silica Mines	1,639	62	3.8
Silica Foundry	5,342	166	3.1
Silica Others	7,317	261	3.6
Asbestos	2,983	111	3.7
Asbestos/Silica	1,481	53	3.6
Isocyanates	1,838	30	1.6
Others	3,796	130	3.4
Total	24,396	813	3.3

*Significant abnormalities determined by Crapo et al. Equations are categorized as moderate, moderately severe, severe obstruction or restriction, and combined obstruction with restriction.

II Northern

A total of 13,255 miners were examined (Table 6). Twelve miners were found to have newly developed radiographically suspected silicosis.

The activities, results and findings for both southern and northern clinics are summarized in Table 7.

Table 6

Northern Chest Clinics

Clinical Location	Number of Workers Examined	Number of Chest X-rays	Number of Pulmonary Function Tests
Elliot Lake	2,985	3,612	2,499
Kirkland Lake	1,135	1,541	1,087
Sudbury	5,845	9,057	5,745
Timmins	3,290	4,909	3,241
Thunder Bay*	---	---	---
Total	13,255	19,119	12,572

Table 7

Summary (Northern and Southern Chest Clinics)

Activities	
Number of X-rays	42,833
Number of pulmonary function tests	36,968
Results and Findings	
New cases of suspected silicosis	40
New cases of suspected asbestosis	5
New cases of suspected dust effects	104
New cases of suspected other pneumoconioses	4
Suspected neoplasms	9
Suspected TB	11
Suspected sarcoidosis	11
Significant pulmonary function abnormalities	813

Occupational Health Hygiene Service

The chief of service is located at Head Office in Toronto, and the occupational health hygienists in field offices with the inspectorate in Scarborough, Mississauga, Hamilton, London, Windsor, Sudbury and Ottawa. They act as consultants to the inspectorate branches of the Ministry of Labour and may also respond to requests from industry, trade unions, health units and community organizations through the inspectorate, and the Worker's Compensation Board.

The service conducts field investigations of chemical, physical and other health hazards, audits exposure of workers to chemical substances and physical agents and recommends corrective action. These field visits are made to identify and evaluate workers' exposures and to recommend control measures for hazardous substances.

* Included in Southern Clinic statistics.

Engineering consultants of the service provide advice to the line branches on the quality of engineering controls during the review of plans and drawings submitted for approval. The service has been actively involved with comments on assessments and control programs.

In the fiscal year, 1983/84, substantial improvements have been achieved by the service staff in the number of field visits. The field visits are generally unannounced, and the consultant is usually accompanied by an inspector from one of the ministry's line branches.

In total, 1,818 field visits, 1,052 air quality comments and 56 pre-development reviews were done by the Hygiene Service staff.

The service has provided significant input in the development of respirator codes for the designated substances. During 1983/84 six such codes were developed and reviewed. The line branch inspectors, at several regional seminars, were subsequently trained in application and use.

Source of Hygienist Visit Requests

Carry over from 1982/83	554
Industrial Health and Safety Branch	1,162
Occupational Health Branch	334
Construction Health and Safety Branch	33
Workers' Compensation Board	148
Companies	17
Administration	1
Other	5
Total	2,254

Hygienists Visits	Requests	Field Visits	Outstanding
Carry Over	554		
April	131	104	
May	132	194	
June	121	189	
July	108	123	
August	152	213	
September	149	139	
October	157	128	
November	173	156	
December	147	171	
January	133	130	
February	143	150	
March	154	177	
Total	2,254	1,874	380

Occupational Health Laboratory

The laboratory provides analytical and air sampling services to the medical and hygiene services of the branch. Analyses are also requested by physicians, health units, the Workers' Compensation Board and other government agencies.

Approximately 45 per cent of analyses are of blood and urine samples collected from workers exposed to hazardous substances; these samples are collected as part of medical surveillance programs. Analyses include determination of lead in blood, mercury in urine and cholinesterase in blood samples.

Analyses of adsorbents or filters used during air sampling procedures or of material samples of unknown identity or composition account for the remainder of the laboratory's caseload.

In this year approximately 45 per cent of all analyses were directly or indirectly related to the seven designated substances for which regulations have been filed.

Several new analytical methods were developed and many old ones were reviewed and improved. This enabled the laboratory to keep abreast of the technical requirements of air quality assessments in general, and to analyse and identify new occupational health hazards.

A total of 1,333 field visits were made by the occupational health technicians to sample the exposure levels of workers to chemical substances and physical agents at the request of branch consultants. They have also participated in the branch research projects.

The service has developed the codes for air sampling and analyses for designated substances regulations; has initiated a program to determine methods equivalent to those in the codes; has introduced a proficiency testing program with private laboratories for air samples generated in the laboratory; has maintained and expanded a similar proficiency testing program for clinical samples; and has extended its program to computerize the analytical data generated. The computerization, in particular, has allowed more efficient recall of past data and greater flexibility in statistical manipulations of data to determine hazardous occupations.

Environmental Assessment Requests

Carry over from 1982/83	396
Industrial Health and Safety Branch	6
Occupational Health Branch	1,346
Total	1,748

Environmental Assessments	Requests	Field Visits	Outstanding
Carry Over	396		
April	91	79	
May	115	127	
June	109	137	
July	111	109	
August	108	108	
September	104	86	
October	108	114	
November	120	105	
December	110	117	
January	124	105	
February	114	108	
March	138	138	
Total	1,748	1,333	415

Summary of Analyses

Clinical Samples	31,831
Materials Samples	2,667
Air Samples	32,151
Physical Agents	6,779
Total Number of Analyses	73,428
Samples sent to Private Laboratories for Proficiency Testing	414

Analyses	Air Samples	Bulk Samples	Clinical Samples	Total
Asbestos	887	533	0	1,420
Benzene Solubles	557	0	0	557
Isocyanates	1,565	15	0	1,580
Lead	1,508	84	23,867	25,459
Mercury	90	6	2,768	2,864
Silica (Quartz)	1,538	143	0	1,681
Vinyl Chloride	433	2	0	435
Other	25,573	1,884	5,196	32,653
Total	32,151	2,667	31,831	66,649

Materials: Summary of Source

IHSB	282	Special Surveys (Asbestos)	108
OHB	642	Companies	8
MHSB	51	Other	2
CHSB	67	Ontario Cancer Inst.	17
Health Units	13		
		Total	1,190

Construction Health and Safety Branch

D.M. Pizak, P. Eng
Director

The Construction Health and Safety Branch is responsible for encouraging construction employers and workers to implement the most appropriate measures and procedures that would reduce the incidence of accidents and illnesses associated with construction operations across the province. The branch administers and enforces the requirements of the Occupational Health and Safety Act, R.S.O. 1980, C.321 and Regulations for Construction Projects. This legislation applies to a dynamic industry with a work force estimated to be 248,500 during the fiscal year 1983/84. The industry encompasses activities such as erection, alteration, repair and demolition of buildings and structures, the construction of shafts and tunnels, including work in compressed air, on highways, railways, sewers and watermains and working with conductors of electrical energy, solids, liquids or gases.

During the final month of the 1983/84 fiscal year, a regulation amending the Regulations for Construction Projects was promulgated in Ontario to make sections of the Regulations for Construction Projects apply to every workplace in Ontario where workers are suspended on building facades. The branch is now responsible for ensuring effective protection against hazards for workers engaged in window cleaning operations.

Officials of the branch engage in continuous dialogue with the construction industry by pre-construction consultations, consultation in the workplace during construction and by active participation at meetings convened by district and regional health and safety committees. Both labour and management in the construction industry have recognized the advantages of working co-operatively with the branch to advance the principles contained in the Act and construction regulations. They have established district and regional committees comprising labour and management representatives from a variety of construction trades. Their focal point is the Provincial Labour-Management Health and Safety Committee based in Toronto. The branch director attends monthly meetings of this committee and takes an active role in assisting its members in their understanding of the Act and Regulations for Construction Projects. He also presents the ministry's views on health and safety in the construction industry. In addition, he attends quarterly meetings of joint regional/provincial health and safety committees. Branch officials at all levels similarly participate at monthly meetings of local district and regional health and safety committees.

Officers of the branch inspect construction projects at regular intervals. When potential health or safety hazards are identified, every effort is made to encourage workers and management representatives to correct problems. They are directed to comply with the legislation in order to eliminate the hazards. However, other strategies, including prosecutions, are sometimes necessary to obtain compliance, particularly when the identified hazards could result in serious or fatal injuries to workers. Consultations on projects afford workers who do not have union affiliation with opportunities to understand the specific requirements of the legislation.

The branch investigates fatalities, critical injuries and serious accidents, including those involved with the use of heavy equipment and machinery. It is also the policy of the branch to investigate every complaint concerning construction activity regardless of the nature of the complaint and without revealing the identity of the complainant. Branch officials investigate situations where workers refuse work that they consider to be a danger to their health and safety. However, during 1983/84, the branch did not receive any notices of refusals.

Branch Organization

The branch is organized into four subdivisions for purposes of administration, with the director centrally located in Head Office. He is assisted by a senior consultant, and three regional administrators who are responsible for the activities of local district managers and teams of construction safety officers in each region. A specialist team, headed by a manager, is located in the Head Office. This team inspects underground construction work throughout the province. Regional engineers located in each of the four subdivisions provide a technical consultation service to line managers and officers.

On March 31, 1984 the Construction Health and Safety Branch had a total complement of 114 staff, including one director, 102 field inspectors and 11 support staff.

1983/84 Activities

During the 1983/84 fiscal year, construction health and safety officers completed 61,954 inspections of construction projects, an increase of about one and one half per cent over the 1982/83 fiscal year. A total of 24,687 orders were issued during these inspections, compared with 24,378 during the previous fiscal year. Inspections included 1,206 inspections of 180 underground projects. A total of 459 orders were issued during these underground inspections.

There has been a declining trend in the occurrence of fatalities on construction projects during recent years, with a total of 35 occurring during fiscal 1978/79 when the existing legislation was proclaimed in force, and 25 during the 1983/84 fiscal year. Unfortunately, this was still six more than the previous fiscal year.

During the year, the branch reviewed its operational procedures to consider what improvements could be made to the service provided to the construction industry. During February 1983, a senior professional engineer from another area of the division joined the branch as a special consultant to assist the director in program evaluation and implementation of appropriate methods and procedures.

One of the improvements was the introduction of Hazard Alerts for the purpose of directing the attention of the construction industry to identified problems. During fiscal 1983/84, a Hazard Alert was issued to focus on the problems attributable to improper erection of wood trusses.

Legislation Review

Specific regulations governing the use of toxic agents in construction have not yet been enacted, although a draft regulation to protect workers engaged in asbestos removal operations has been published. The construction industry specifically requested a regulation by procedure as the most effective method of controlling illnesses to construction workers exposed to asbestos. Officials in the branch have worked in close co-operation with other ministry officials to prepare the draft asbestos regulation. This regulation will be finalized and others prepared once the Report of the Royal Commission on Matters of Health and Safety Arising From the Use of Asbestos in Ontario has been reviewed and analysed.

The branch is involved in an ongoing legislative review process. During fiscal 1983/84, the branch prepared a first draft of amendments, which was distributed to the construction industry for comment. After receiving feedback from the industry, the branch commenced preparation of a second set of draft amendments. It is anticipated that the second review process with the construction industry will be completed during the middle of the next fiscal year. In addition, on March 6, 1984 the branch became responsible for administering a regulation governing the safety of all workers engaged in window washing from elevated platforms, boatswain's chairs and scaffolds.

Inspection and Fatality Data	1983/84	1982/83
Complement	114	117
Workers in the Work Force	248,500	254,500
Projects/Establishments	10,727	9,224
Non-Fatal Accidents Reported	9,547	9,347
Accidents Investigated	834	751
Fatalities Investigated	25	19
Refusals to Work Investigated	Nil	5
Complaints Investigated	1,113	1,069
Inspections	61 954	60,993
Orders Issued	24,687	24,378
Repeat Orders	3,511	3,097
Stop Work Orders Issued	563	408
Consultations	601	468
Case Prosecutions	309	245
Convictions	261	205
Fines	$274,235	$319,984
Revenue	Nil	Nil

Underground Project Inspection Summary
April 1, 1983 to March 31, 1984

	Projects under inspection	Completed during year	C/F to next year	Length of Tunnel feet Less than 60" diam.	60" diam. and over	Projects under Compressed Air	No. of inspecs.	No. of Directs.	No. of inspections with no Directions
Long tunnels	58	35	23	4,751	16,074	4	756	350	590
Short tunnels (under 50')	68	61	7	2,844	370	-	247	33	227
Jacked tunnels	17	16	1	2,469	510	-	110	58	83
Other underground structures	37	25	12	805	-	-	93	18	81
Totals	180	137	43	10,869	16,954	4	1,206	459	981

Projects Under Compressed Air
April 1, 1983 to March 31, 1984

No.	Location	Pressure Min.	Pressure Max.	No. of Decompressions Shift Workers	Supervisors Etc.	Total	No. of Cases of Decompression Sickness
81/90*	Ottawa	9	10	79	50	129	-
81/133*	Toronto	3	7	480	199	679	-
82/69*	Scarboro	2	10	134	62	196	-
83/83	Toronto	5	10	182	95	277	-
Totals				875	406	1,281	-

* Projects still in progress in April 1984.
There were no cases of bends reported for the year 1983/84.

Industrial Health and Safety Branch

W.S. Melinyshyn, P. Eng
Director

The Industrial Health and Safety Branch is responsible for ensuring implementation of effective occupational health and safety programs designed to reduce the incidence of illness or injury caused by industrial activities and processes across the province. The branch administers and enforces the Occupational Health and Safety Act and Regulations for Industrial Establishments, specific toxic substances and firefighter protective head gear.

The Act applies to an estimated 2.9 million workers in more than 150,000 industrial establishments/institutions in this province, including those employed in industry, logging, hospitals, schools, colleges, universities, police, fire, detention and correctional institutions, transportation and municipalities.

Officers of the branch inspect workplaces at various intervals and always in conjunction with a system supporting self-regulation and involvement by labour and management. Employers and employees themselves have the primary responsibility of occupational health and safety programs in their workplaces, and are encouraged to meet their individual responsibilities.

The branch conducts investigations into deaths, critical injuries, serious accidents and complaints about working conditions as well as into situations where workers refuse to work because they have reason to believe that their health or safety is endangered and they have been unable to resolve the issue with the employer and worker representatives.

The increasing use of toxic chemicals and agents in the workplace requires careful monitoring to establish controls of potential health hazards. The branch, in co-operation with the Occupational Health Branch, arranges health surveys of establishments where these particular hazards may occur and, based upon the findings, takes appropriate action. The branch officials devote particular attention to the implementation of the designated substance regulations as they become law.

Professional engineers on staff with the branch review drawings of new industrial buildings or proposed alterations to existing structures and provide professional technical expertise to ensure compliance with the Act and regulations.

On March 31, 1984 the Industrial Health and Safety Branch had a staff of 177, including one director, 167 field staff and nine support staff.

1983/84 Activities

During the year, officials of the Industrial Health and Safety Branch completed 38,014 inspections, 5,283 investigations and issued a total of 48,881 orders. The number of fatalities in establishments under the branch's jursidiction decreased from 54 to 48. Of these, 41 occurred in industrial workplaces and seven occurred at logging operations.

The total of non-fatal accidents decreased from 85,992 in 1982/83 to 83,993 in 1983/84.

The branch has implemented a number of operational improvements to provide better service to clients.

Some of the changes implemented are:

Co-signature on Inspection Reports - Inspectors now encourage worker representatives, as well as employer representatives, to sign all inspection reports.

Compliance (order follow-up) letters - Previous procedures provided for letters that requested confirmation of compliance to be mailed to a company 30 days after orders were issued. This procedure has been revised to provide for compliance forms to be left at the workplace at the time the order is issued. This revised form, which provides for worker and employer represenative signatures and comments, will ensure that workers are informed of compliance with orders. This change has been fully implemented.

Hazard Alerts - The Industrial Health and Safety Branch has adopted a system of Hazard Alerts specifically directed at certain areas causing problems. Some of these areas where alerts have been issued are:

1) Sidewalk sandspreaders
2) Enriched oxygen atmosphere
3) Carbon monoxide hazard in arenas
4) Suspended equipment and displays
5) Elevated or suspended workplaces on building facades
6) Hang up trees
7) Chicots

Data Base Expansion - The branch is currently expanding its information data base and utilizing more WCB computer information.

Analysis of Non-Fatal Accident Reports
(Figures in brackets refer to unionized industrial establishments)

Accident Group	Number of Industrial Establishments		Number of Production Employees		Number of Accidents Reported	
Nil	54,677	(7,116)	525,282	(190,884)	-	-
1-5	14,331	(3,870)	446,993	(209,660)	27,165	(8,575)
Over 5	3,222	(2,171)	627,247	(500,207)	56,828	(44,408)
Total	72,230	(13,157)	1,599,522	(900,751)	83,993	(52,983)

Inspection and Fatality Data	1983/84	1982/83
Complement	177	184
* Workers in the Work Force	2,900,000	3,100,000
Projects/Establishments	150,000	150,000
Non-Fatal Accidents Reported	83,993	85,992
Accidents Investigated	849	571
Fatalities Investigated	48	54
Refusals to Work Investigated	131	118
Complaints Investigated	109	97
Other Investigations	4,146	--
**Inspections	38,014	46,480
Orders Issued	48,881	56,435
Repeat Orders	4,876	8,057
Stop Work Orders Issued	840	985
Pre-Development Review (Plans Review)	2,236	1,962
Case Prosecutions	88	73
Convictions	67	52
Fines	$214,025	$152,750
Revenue	$611,113	$548,139

* Updated work force figures - Source: Statistics Canada Labour Force Report (July 1983) and Employment, Earnings and Hours Report (August 1983).

** The number of inspections reported in fiscal year 1982/83 included all investigations. In 1983/84 they are reported separately.

Mining Health and Safety Branch

P.B. McCrodan, P. Eng
Director

The Mining Health and Safety Branch encourages employers and workers in the mining industry to prevent accidents and health problems through co-operative identification and control of health and safety hazards in mining and mine-related workplaces in Ontario.

The branch's activities apply to 159 underground mines, 64 open-pit mines, 6,024 sand and gravel pits and quarries, 62 metallurgical and ore processing plants and 53 clay, shale and peat workings. These establishments employ approximately 53,084 people.

The branch administers the Occupational Health and Safety Act, R.S.O. 1980, C.321, Revised Regulations of Ontario 694/80 for Mines and Mining Plants, and designated substances regulations.

The Mining Health and Safety Branch has a complement of 91, including nine mine rescue training officers. This complement of 91 engineers, inspectors, technicians, mine rescue training officers and clerical support staff covers four engineering disciplines - mining, electrical-mechanical, working environment and metallurgy.

1983/84 Activities

The branch's programs promote safe work conditions, practices and measures to minimize health and safety hazards in the mining environment. They are carried out within a complex framework of inspections, investigations and consultations.

Inspection Program

The inspection program is an ongoing program to audit compliance with the Act and regulations.

All active workplaces in all operations are inspected for compliance. Types of operations inspected are:

Type of Operation as of March 31, 1983	Active Operations	No. of Employees
Mines	159	24,482
Open Pits	64	3,340
Quarries	377	3,348
Metallurgical Plants	29	11,656
Metallurgical Labs	10	478
Clay and Shale Pits	32	76
Peat Workings	21	68
Sand and Gravel Pits	5,647	9,090
Diamond Drilling	33	179
Aggregate Plants	23	367
Brine Wells	1	
Total	6,396	53,084

Many pits are worked only on an intermittent basis, and so would not be inspected regularly throughout the year. The objective is to visit each mine three times per year; sand and gravel pits are checked twice per year and inspected if they are found active; other operations are inspected two or three times per year.

In 1983/84, 5,210 inspections were made.

Orders are issued when contraventions have been identified.

In 1983/84, 5,005 orders were issued.

Orders are followed up to ensure compliance and prosecutions undertaken where appropriate.

Investigation Program

The Mining Health and Safety Branch carries out investigations of all fatal accidents, serious accidents, unusual occurrences, refusals to work and other occupational health and safety complaints from workers in the mining sector. Ministry staff may be reached 24 hours a day to investigate fatalities, serious accidents or refusals to work.

All fatalities are investigated and detailed reports of the investigations are published. During the fiscal year 1983/84, nine fatalities were investigated.

The branch has developed a computer program to collect and analyse data on the types of non-fatal injuries reported, and/or the cause of serious accidents and unusual occurrences.

The branch investigates cases of refusals to work that have been reported to them by employers, workers or their representatives. There were seven investigations into work refusals in 1983/84. The branch staff also investigates other complaints concerning unsafe or unhealthy conditions.

Legislation Review

Legislation is under continual review as a result of investigations into critical injuries and fatalities. The Regulations for Mines and Mining Plants are closely scrutinized for technical currency, consistency and applicability by the branch's engineering staff, not only as a result of investigations, but as a result of pre-development reviews of employers' projects and engineering reviews of mines and plants.

The Ministry of Labour maintains the Mining Legislation Review Committee, under the chairmanship of Mr. C. Barrett, to regularly review the recommended changes to the regulations, and to make recommendations to the Minister of Labour. The committee consists of an equal number of representatives from the mining industry and the labour unions, and is chaired by a retired civil servant, Mr. Cam Barrett, who has extensive experience in the mining area. The committee meets as required to discuss proposed changes. During 1983/84, 124 new or revised sections of the regulations were recommended to the minister, filed and gazetted.

The continued functioning of the committee has given Ontario a mechanism for maintaining its mining health and safety regulations in a technically current and up-dated form on an ongoing basis. With strong input from both the industry and labour representatives, the legislation has achieved a high level of acceptance and credibility, and has become a model that other jurisdictions in Canada and abroad are using for their own legislation.

Wire Rope Testing

By statute, all wire rope used in hoisting installations must be tested by the Government of Ontario Wire Rope Testing Laboratory before use and at intervals during service. Each wire rope is tested for strength of material in its components, including a breaking test. There are three tensile machines available to the laboratory for these breaking tests, a 600,000-pound machine in the Whitney Block, Toronto, and 400,000 and 1,000,000-pound machines at the University of Toronto. During 1983/84, the laboratory completed 939 tests.

Environmental Surveys

In 1983/84, ministry inspectors conducted 40 surveys and 391 inspection/audits. Nine inspectors, specializing in environmental health, conduct surveys twice yearly at each mine. Measurements are made for total dust, silica, oxygen, carbon monoxide, sulphur dioxide, diesel emissions, heavy metal, noise, etc. During 1983/84, the ministry conducted a study of the occurrence of radon gas in Ontario's non-uranium mines. In addition to these activities the ministry inspectors audit company data on workplace concentrations of toxic substances.

Education and Guidance - Regulation Modules

The Mining Health and Safety Branch provides, through formal and informal discussions, education and guidance on health and safety matters to employers and employees in the mining industry.

The branch prepares Information Sheets and Hazard Alerts, which serve as supplementary explanatory material on the regulations for use by branch inspectors and by the mining industry.

The first phase of the program, to provide instruction modules relating to the Regulations for Mines and Mining Plants, was completed during the year. Some 30 aspects of the regulations were covered in a written and audio/visual format. This program is being developed in conjunction with the Mines Accident Prevention Association of Ontario (MAPAO), and in consultation with the mining unions.

The modules are being made available to labour and management in the industry through the Mines Accident Prevention Association of Ontario (MAPAO).

The plan is to complete the program by developing nine additional modules in the coming year, and to begin updating those produced initially.

Predevelopment Review

The mining regulations of the Occupational Health and Safety Act specify that the Mining Health and Safety Branch director must receive notification of all new developments or construction, introduction of new process technology, use of new methods of construction or of equipment installation, major alterations of mining techniques or technology or the making of major additions or alterations. Branch staff then review the plans to reduce the possibility of built-in occupational health and safety hazards. Employees receive notification of the new developments at the same time as the director.

Mine Rescue Program

This program trains specialists at each mine in the direction and control of special mine rescue procedures.

The director of the Mining Health and Safety Branch has overall responsibility for the mine rescue program in Ontario. The training officers maintain a number of stations and substations equipped with breathing apparatus and firefighting equipment, as well as other emergency equipment and supplies, to respond immediately to any mine emergency. Mine rescue training officers train specialists at each mine in the direction and control of special mine rescue procedures.

The Mine Rescue Program aims to maintain a high level of preparedness for dealing with mine catastrophes through training of rescue teams and maintenance of rescue equipment.

This program is funded by assessment on the mining industry through the Workers' Compensation Board.

Eight mine rescue training officers and a senior officer divide their time between training new miners in mine rescue techniques, holding refresher training courses to keep active mine rescue personnel prepared to handle

rescue emergencies and fires, checking and maintaining mine rescue breathing apparatus in manned and unmanned rescue stations and holding mine rescue competitions to allow trained rescue personnel to test their preparedness.

During 1983/84, 877 men participated in the mine rescue training program, and 50 seven-man teams competed in eight district mine rescue competitions. Nineteen fires were responded to, in addition to many calls to be on the alert for emergencies or fire drills.

Mining Health and Safety Data

Statistics from April 1, 1983 - March 31, 1984

	1983/84	1982/83
Complement	91	92
Number of Workers	53,084	49,514
in Mines	43,994	39,527
in Sand and Gravel Pits	9,090	9,987
Number of Underground Mines	159	162
Number of Surface Mines	64	58
Number of Pits and Quarries	6,024	5,849
Number of Metallurgical and Ore Processing Plants	62	65
Number of Clay, Shale and Peat Workings	53	54
Number of Inspection Reports	5,210	5,673
Total Inspection Hours Spent Investigating Complaints	2,009	1,729
Total Inspection Hours Spent on Pre-Development Review	12,150	12,230
Number of Orders Issued	5,005	4,712
Number of Stop Work Orders	56	28
Prosecution Cases	1	6
Number of Convictions	1	2
Value of Fines Collected	$5,000	$12,650
Refusals to Work Investigated	7	13
Number of Mine Rescue Stations	8	8
Number of Mine Rescue Substations	31	31
Miners Under Training in Mine Rescue	877	932
Wire Rope Tests	939	975
Non Fatal Accidents Reported in Mines	1,759	1,404
* Pits and Quarries	286	284
Number of Serious Accident Investigations	110	64
Number of Fatalities	9	6
Underground	6	5
Surface	1	-
Metallurgical	1	-
Sand and Gravel Pits	1	1
Quarries	---	---
Revenue		
Wire Rope Testing	$159,200	$159,074

* These figures are for the period January 1 - December 31.

Special Studies and Services Branch

Geoffrey R. Wright, P.Eng.,Ph.D.
Director

This branch is concerned primarily with programs to prevent illness and injury. Its responsibilities are:

- to support the development of divisional regulatory strategies by:

  (a) acting as a resource to the division on the long-term health effects of exposure to various toxic or hazardous agents;

  (b) keeping abreast of world literature on the causes and prevention of occupationally-related diseases and injuries;

- to carry out short or long-term investigations of health problems associated with occupational exposure to hazardous agents;

- to evaluate the health of particular groups of workers, such as uranium miners and workers exposed to silica or asbestos;

- to conduct and/or sponsor research related to problems of occupational exposure to hazardous agents and to evaluate the health status of exposed workers;

- to monitor the use of radioactive materials insofar as the province has jurisdiction;

- to conduct studies and research in the area of occupational safety, and to act as a resource in matters relating to the safety of work procedures;

- to assist in preparing contingency plans by providing technical support for, and by planning for emergencies relating to, nuclear generating stations.

Activities and services to meet the branch objective are conducted by four separate, but interrelated, services: Health Studies Service, Safety Studies Service, Radiation Protection Service and Radiation Protection Laboratory.

On March 31, 1984 the Special Studies and Services Branch had a complement of 69: Radiation Protection Service, 21, Radiation Protection Laboratory, 20, Health Studies Service, 16, Safety Studies Service, eight, and Administration, four.

1983/84 Activities

Health Studies Service

This service provides information and consultation on the possible long-term health effects of various agents associated with industrial processes, and makes recommendations for levels of exposure in industry.

The service co-operates with other branches as well as with the Workers' Compensation Board, the Ministry of the Environment, the Ministry of Health, the Atomic Energy Control Board and other groups concerned with the health of workers and the effects of industrial pollution on the general community.

A major activity of the service is the preparation of health criteria documents on chemicals either proposed for designation or under review by the Ministry of Labour.

Support for other ministries, particularly the Ministries of Environment and Health, and for medical officers of health, consists of the provision of advice on toxic effects, mainly for population groups exposed to chemical or physical agents in air or drinking water. Health criteria documents are also prepared for the Ministry of the Environment for use in setting appropriate exposure guidelines for ambient air.

The service has a complement of six medical consultants, two statisticians, one scientific consultant and support staff.

Safety Studies Service

This service undertakes multidisciplinary research of factors that contribute to occupational accidents and diseases. Its staff includes six professionals representing engineering, ergonomics, applied physiology, and psychology. This multidisciplinary approach allows insight into the short and long-term effects of various actions, procedures, equipment and environmental factors in the workplace. Staff act in a consultative capacity for the line branches by preparing technical reports following work site visits and by giving seminars on safety related topics. Research objectives are formulated to provide information on applied problems in order to reduce occupational injuries and diseases within the province. The objectives are achieved through the combined use of existing information and self initiated data collection. The information obtained is disseminated through the consultative role of the service and seminars, and in published format.

Some areas of study activity include commercial diving, manual materials handling, tenosynovitis, shiftwork, heat stress, degenerative disease of the lumbar spine, fall protection, physically disabled individuals and the ergonomic considerations of office work, including visual display terminals.

Particular activities of the service include:

- work site visits related to: the safe lifting of objects, proper design and use of hand tools, and occupational stress;
- development of technical material related to: commercial diving regulations, and psychomotor performance.

Seminars have been presented on:

- stress reduction;
- work physiology;
- ergonomics;
- ergonomic design of the office environment;
- heat stress;
- workplace design for the disabled.

Radiation Protection Service

The service's responsibility is to protect the public from unnecessary exposure to radiation in working and living environments in the Province's jurisdiction. In addition, all scientific and technical staff in the Radiation Protection Service perform key functions in the provincial nuclear off-site contingency plan, which would be put into effect in the event of an accident at a nuclear reactor facility.

Ongoing programs of the service during 1983/84 have been:

- safety inspection of X-ray installations in industry, education and veterinary practice (110 X-ray facilities inspected, and 80 plans checked for adequacy of radiation shielding);
- safety inspection of commercial microwave ovens (1,231 ovens checked for radiation leakage);
- on behalf of the Ministry of Housing, measurements of radon daughter concentrations occurring in newly constructed houses in Elliot Lake and Bancroft for compliance with a standard in O/Reg 555/78 under the Building Code Act (80 new houses were checked; 783 houses, rechecked);
- investigation and follow-up of five reported cases of radiation over-exposure, and monitoring of 74 instances of high personal dosimeter readings;
- safety inspection of 91 locations where some form of non-ionizing radiation was being used (radio frequencies, microwaves, ultra-violet light, laser devices);
- safety inspection of a number of radioisotopic installations on request;
- technical planning against possible accidental release of radioactive material from nuclear power plants or transportation accidents involving shipments of radioactive materials;
- assembly of responses to the request for information on non-ionizing radiation emitting devices;
- providing advice, information and assistance to industry, government agencies and the public on all aspects of radiation protection.

Work has continued in the development of new methods of measurement, evaluation of new instruments, construction of special instruments, maintenance and calibration of equipment and development of instrument calibration facilities with a view to more complete, reliable and faster evaluation of radiological hazards.

A draft has been prepared of a new X-ray Safety Regulation. It has been circulated for comments from interested parties, and revisions are being discussed. An X-ray installation regulation was prepared and enacted.*

Investigation and assessment of new radiation hazards, particularly the various forms of non-ionizing radiation, has continued.

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* Filed and effective April 27, 1984

Radiation Protection Laboratory

This laboratory provides a capability for the analysis of a wide range of radioactive substances, and serves all provincial agencies charged with the responsibility for programs associated with the surveillance of uranium mining, milling and processing plants, nuclear reactors and other facilities that use radioactive isotopes.

The laboratory provides technical advice to provincial agencies and to industry on establishing or improving their capability, interpreting results and designing surveillance programs. Methodology development and improvement is a continuous process.

During the year a total of 24,256 measurements were carried out for these various programs.

A breakdown of the measurements carried out on the various types of samples is shown in the following Table:

Type of Samples Analysed During 1983/84

Type of Sample	No. of Measurements
1. Water	10,168
2. Air filter	6,543
3. Air filter extracts	3,212
4. Urine	2,059
5. Swipes	896
6. Milk	409
7. Fish	253
8. Precipitation	169
9. Tritium cells	125
10. Radon daughter counting equipment	75
11. Sediment/dust	58
12. Air	51
13. Foodstuffs	33
14. Radioiodine cartridges	22
15. Blood, hair, tissue	157
16. Miscellaneous	26
Total	24,256

Work on the development of methodology continued and included improving the procedures for,

- measuring tritium and uranium in samples taken from the workplace in luminous dial and uranium fuel fabrication plants.
- sampling and measuring radioiodine and tritium in air from around the Pickering and Bruce nuclear generating stations.
- processing and storing laboratory data.

A total of 1,245 measurements were carried out in support of the Ministry of the Environment's International Joint Commission Great Lakes Surveillance Program.

Extensive revisions to the laboratory's radiation contingency procedures were carried out.

Interlaboratory comparison measurements were carried out regularly during the year between the United States Environmental Protection Agency, the International Atomic Energy Agency and the Atomic Energy Control Board.

The laboratory has a complement of 20, which includes scientists, technicians and support staff.

Standards and Programs Branch

Alan D. Heath
Director

The responsibilities of this branch are to assemble and analyse data on workplace hazards other than toxic substances, to co-ordinate the development of programs to control the exposure of workers to hazards in specific economic sectors and to co-ordinate the development and evaluation of Occupational Health and Safety Division policies and programs on behalf of the executive director.

On March 31, 1984 the branch had a complement of 63.

1983/84 Activities

In fiscal year 1983/84 the branch:

- consulted with firefighters and fire chiefs regarding development of regulations for protective equipment for firefighters.
- prepared an information sheet for handout on the Regulation Respecting Protective Equipment for Fire Fighters and the Ontario Code for the Head Protection of Fire Fighters.
- trained the inspectorate for the administration of the Regulation Respecting Protective Equipment for Fire Fighters and the Ontario Code for the Head Protection of Fire Fighters.
- participated in a task force on revisions to Part IV of the Fire Code.
- held meetings with government and university officials to finalize the draft regulation extending the Act to university academics and teaching assistants. Prepared the final regulation and cabinet submission.

- held meetings with government and education officials to discuss the draft regulation extending the Act to teachers. Participated in an interdisciplinary task force to finalize the regulation. Prepared final regulation and cabinet submission.
- participated in the deliberations of the Ontario Police Health and Safety Committee.
- published a proposed Health Care Facilities Regulation. Compiled a compendium of comments of interested and affected parties, which was used by a ministry task force as a basis for revision of the proposed regulation to be resubmitted for further public review.
- developed, in consultation with the diving community, a draft regulation which, after further revision, is to be sent to interested and affected parties for comment.
- co-ordinated the development and preparation of new Managing By Results (MBR) objectives, indicators and measures for the Construction Health and Safety Branch, the Industrial Health and Safety Branch, the Mining Health and Safety Branch, the Standards and Programs Branch and the Occupational Health Branch in accordance with the ministry's MBR improvement program.
- continued the development of MBR objectives, indicators and measures for the Special Studies and Services Branch.
- co-ordinated the development and preparation of the 1984/85 estimates planning submission for the Occupational Health and Safety Division.
- provided planning and analytical support, including statistical data, to the project on the designation of substances.
- co-ordinated and prepared ministry responses to the memorandum from the Advisory Council on Occupational Health and Occupational Safety.
- prepared a status report on recommendations made to the minister by the Advisory Council on Occupational Health and Occupational Safety.
- provided input into the working groups of the Workplace Hazardous Materials Information System Project, a tripartite national effort to develop an information and training system for hazardous substances in the workplace.
- co-ordinated the development of improved monthly report formats for the Industrial Health and Safety Branch, the Construction Health and Safety Branch and the Mining Health and Safety Branch.
- commenced the development of improved monthly report formats for the Special Studies and Services Branch and the Standards and Programs Branch.
- commenced the development of a new monthly report format for the Occupational Health Branch in conjunction with the branch's new computer data base.
- provide statistical assistance on special projects, such as the pesticides survey and the collection of accident data on window cleaners.
- provided ongoing fiscal financial forecasts to division branches.
- provided assistance to the division Steering Committee on Information Systems.
- continued to provide support to the line branches by: maintaining the editing, coding and processing functions of Inspection Reports, Notice of Projects and Employer's Report of Accidental Injury or Industrial

Disease; maintaining the Industrial Health and Safety Branch filing system and providing information to the inspectorate for follow-up on inspections and investigations.

- provided an administrative support function to various units within the division through the operating of a word processing centre.
- continued to operate the occupational health and safety information line.
- developed and maintained an inventory control system of division publications and forms used by the inspectorate.
- developed and distributed process flow sheets for processes in which the designated substances are used.
- co-ordinated and delivered to staff of the ministry, seminars and training materials on designated substances regulations made under the Occupational Health and Safety Act.
- developed and presented training sessions for the line branches on pesticides, feed and grain operations, report writing and window cleaning.
- trained new Industrial Health and Safety Branch inspectors.
- continued revisions to the Industrial Health and Safety Branch and Construction Health and Safety Branch Operations Manuals.
- assisted in the development of a Mining Health and Safety Branch Operations Manual.
- investigated and made presentations on Fall Arrest Systems.
- made public presentations to various groups on the Occupational Health and Safety Act, as requested.
- represented the ministry on the Occupational Health Committee of the Canada Safety Council.
- participated in the regulation review of the Regulation for Construction Projects.
- developed trial module on Computer Assisted Interactive Video Training Program.
- delivered Act Review Seminars to the Mining Health and Safety Branch and X-ray inspectors.
- commenced review of regulations addressing electrical hazards and window cleaning operations.
- continued to actively participate in the Small Firms Committee looking into the occupational health and safety needs of small business.
- participated in the Tri-Ministerial Advisory Committee on Occupational Health and Safety. The committee functions as an advisory body to the Ontario Council of Regents.
- provided liaison and consultation with Ontario ministries relating to education/training and matters pertaining to the Occupational Health and Safety Act.
- provided responses to inquiries from other jurisdictions relating to training, education and legislation.
- co-ordinated and staffed information displays and booths at conventions, conferences and public exhibitions.

- maintained close liaison with the provincial resource centres and organizations involved in training and education in occupational health and safety.
- provided a video tape/film loan service for Division staff and clients as well as printed material in response to inquiries.
- continued to provide administrative support in the allocation of Provincial Lottery funds for manpower training and development, and applied research projects.
- participated in a committee developing teaching modules in occupational health and safety for delivery to secondary school students.
- participated in a tripartite task team that developed and implemented a pilot seminar and workshop on the Internal Responsibility System for labour and management officials in the industrial sector.
- co-ordinated a training program in cardio-pulmonary resuscitation and first aid for ministry staff.
- distributed a province-wide Hazard Alert on aluminum spring brake corrosion, and responded to telephone and mail inquiries from labour, management and the public.
- participated in the establishment of the Employee Assistance Program in the ministry.

Labour Policy and Programs

Dr. Alan D. Wolfson*
Assistant Deputy Minister

The Assistant Deputy Minister of Labour Policy and Programs is responsible for the ministry's policy development activities and new legislative initiatives, and monitors existing programs and policies to determine their effectiveness. This includes overseeing the ministry's Policy Branch, which has a mandate to initiate, develop and co-ordinate policy activities as well as to co-ordinate and prepare ministerial correspondence and liaise with other ministries.

The assistant deputy minister is also responsible for the activities of the Employment Standards Branch, the Plant Closure Review and Employment Adjustment Branch, the Handicapped Employment Program and the Office of the Co-ordinator of French Language Services.

Employment Standards Branch

John Scott
Director

The Employment Standards Branch seeks to ensure that employees in Ontario are protected by minimum standards of employment, covering wages and working conditions. To achieve this objective the branch resolves claims of non-compliance from employees, and promotes, with employers, compliance with the employment standards and working conditions set out in the following legislation:

- the Employment Standards Act
- the Industrial Standards Act
- the Fair Wage Schedules on contracts let by the provincial government
- the Employment Agencies Act

The branch is organized into two field administrative areas, each comprising five investigative regions, plus the Legislative Interpretation and Telephone Inquiries sections, the Management Information Systems and Program Development section, the director's office, the Employment Agencies and Industrial Standards unit, and head office administrative services. The 139 positions include 79 field officers and resident auditors. Approximately 50 staff are based in regional offices located in Hamilton, Kitchener, London, Ottawa and Sudbury, plus various sub-offices.

1983/84 Activities

Employment Standards Act - General

The primary aim of the Employment Standards Act is to ensure that all employees, particularly those that are not organized, are protected with respect to minimum wages and working conditions.

* Dr. Alan Wolfson was appointed Assistant Deputy Minister, Labour Policy and Programs, effective February 6, 1984.

The branch resolves claims made by employees and also conducts preventive inspections of selected employer populations across the province.

Through public speaking engagements, special seminars conducted on employers' premises, advertising, and distribution of literature, employers are encouraged to comply with the legislation on a voluntary basis.

General Inquiries and Information

The branch received and responded to 641,716 general telephone inquiries, of which 315,948 were handled by the field regions and the remainder by the head office Telephone Inquiries section and the electronic telephone message system. Many of these calls eventually resulted in a claim. In addition, 28,202 personal interviews were conducted on ministry premises.

During 1983/84 the branch staff were involved in 160 seminars and public appearances, of which 19 dealt primarily with equal pay for equal work legislation, and the balance with the Employment Standards Act in general. The functions were attended by 2,180 employers, 964 employees, 1,823 students and 923 mixed or non-identified participants, for a total of 5,890 in attendance.

There were 48 presentations made to management and staff of individual companies, accounting for approximately one-third of total speaking engagements. Of the remaining appearances, 13 were arranged with community colleges (for business groups), 20 with business associations and unions, 44 for students in secondary and post-secondary schools, 19 with government agencies and the balance of 16 with various community centres, non-profit groups, etc.

Approximately 150,000 copies of the Guide to the Employment Standards Act and 20,000 copies of the Act itself were distributed to the interested public.

Investigative Activity

In the fiscal year ended March 31, 1984 the branch registered 17,541 new claim files. Resolutions were achieved in 17,425 old and new cases covering 22,166 claimants; the average length of service from date of receipt to resolution was 54 days, with 51 per cent finalized within the first 30 days. In addition, 672 preventive inspections were carried out.

As a result of the branch's investigative activity, $10,105,901 was collected on behalf of 25,582 employees. The average payment to an employee was $407 in respect of a claim file investigation and $121 from a preventive inspection.

Comparative information by employment standard is provided in the "Collections by Standard" table, following the description of the branch activities and responsibilities.

Appeals and Hearings

The Employment Standards Act provides for a review of an order made against an employer by an employment standards officer. The appeal is heard by a referee selected from a panel of referees appointed by the minister.

Two hundred and sixty-five applications were received during the current fiscal year. Two hundred and seventy applications for review of an order both from the current and previous year were finalized. In 73 of these files, settlement was reached prior to a hearing; in the 197 appeals heard by a referee, the officer's order was affirmed in 132, varied in 38 and rescinded in 27.

A referee may also be appointed by the director to hold a hearing into situations where the director is of the opinion that an act, agreement or arrangement has been made to defeat the purpose of the Employment Standards Act. Such action was initiated in 10 cases this fiscal year, and 16 were carried over from the prior year. Of the 14 cases finalized, the employer was found to be in violation in 2; 9 cases were settled outside of the hearing process.

Agricultural Industry Advisory Committee

This committee advises the Minister of Labour on matters relating to the application of employment standards legislation to agricultural workers, and the development and modification of employment standards appropriate to the agricultural industry and its different sectors. The committee is composed of representatives from both farm owners and farm workers.

Industrial Standards Act

The Industrial Standards Act permits employees and employers to jointly request a schedule of working conditions for their particular industry. When a schedule has been prepared and accepted by both groups and has been approved by the ministry, the working conditions set out in the schedule become the standard for that industry or trade in a designated zone.

The schedules made under the Industrial Standards Act are administered by an advisory committee consisting of representatives from labour and management. All matters are subject to the approval of the director of the Employment Standards Branch. During 1983/84, two schedules were updated.

There are presently four advisory committees, all in the garment industry and all with province-wide schedules. They apply to the Fur, Ladies' Cloak and Suit, Ladies' Dress and Sportswear and Men's and Boy's Clothing industries.

These four industries manufacture products that are inter-provincially competitive, and because of this, the advisory committees are authorized to assess employers and employees in order to provide funds for administering and enforcing their schedules. Each committee provides its members with financial statements and a general report on committee activities on an annual basis.

Fair Wage Schedule on Government Contracts

The Fair Wage Schedule on government contracts ensures fair labour rates for employees working on government projects in the construction, building-cleaning and security industries, and protects contractors from unfair competition based on reduced labour costs when bidding on government contracts. Before tenders are invited for specific projects, a government ministry must obtain guidelines from the Employment Standards Branch on the minimum wage rates for each job classification and the maximum hours of work.

During 1983/84 fair wage provisions were included in 808 contracts, which had an estimated value of about $412,157,000.

Employment Agencies Act

The purpose of the Employment Agencies Act is to provide for the licensing and regulation of employment agencies in Ontario. 'Employment Agency' is defined, in part, under the Act, as the business of procuring for a fee, reward or other remuneration, persons for employment or employment for persons.

Class A employment agencies are prohibited from charging a fee for any service rendered to any person procured for employment. In classes B, C and D the persons for whom work is found may be charged a fee not greater than the limitations in regulations under the Act.

Since 1981 the branch has been involved in a review of the operating practices of employment agencies with respect to allegations that discrimination was being practised by some members of this industry.

Investigative Activity

	Claim Files		Preventive Inspections		Total	
	1983/84	1982/83	1983/84	1982/83	1983/84	1982/83
Workload:						
Pending from Prior Fiscal Year	2,122	2,251	-	-	2,122	2,251
Registered/Assigned	17,541	15,740	672	936	18,213	16,676
Total	19,663	17,991	672	936	20,335	18,927
Resolved/Conducted	17,425	15,517	672	936	18,097	16,453
Results:						
Number of Collections	11,093	9,385	116	260	11,209	9,645
Employees Benefited	24,492	22,111	1,090	2,557	25,582	24,668
Amount Collected ($000's)	9,973.6	7,225.2	132.4	469.7	10,106.0	7,694.9
Outstanding End of Fiscal Year	2,002	2,122	-	-	2,002	2,122

Collections by Standard

	Amount Collected $	Amount Collected $	No. of Collections by Individual Standard		Employees Benefited Financially by Individual Standard	
	1983/84	1982/83	1983/84	1982/83	1983/84	1982/83
Minimum Wage	104,675	116,134	391	458	756	783
Overtime	767,361	772,025	1,086	967	3,186	4,399
Public Holidays	250,445	321,563	541	698	2,081	2,671
Vacation Pay	3,687,711	2,084,296	8,493	7,413	19,562	15,583
Equal Pay for Equal Work	126,758	341,138	27	33	110	781*
Benefits	5,047	17,812	5	12	5	100
Pregnancy Leave	43,021	20,361	30	18	30	18
Termination Pay	2,364,270	2,203,074	2,971	2,727	4,248	4,420
Benefits During Notice Period	6,908	-	18	-	21	-
Severance Pay	678,463	116,963	9	6	175	90
Collection of Wages	2,048,988	1,690,649	4,967	4,112	7,154	6,120
Fair Wage on Gov't. Contracts	22,254	6,331	11	8	73	29
Industrial Standards	-	4,538	-	3	-	9
Total	10,105,901	7,694,884	18,649	16,455	37,401	35,003

* Revised

General Inquiry and Information Activity

	1983/84	1982/83
Telephone Inquiries (Non-Claim) Handled	641,716	623,452*
Letter Inquiries (Non-Claim) Responded to	3,284	6,201
Personal Interviews Held	28,203	27,151*
Total	673,203	656,804*
Public Appearances and Employer Education Seminars Held	160	158
Number in Attendance	5,890	5,098

Appeals (Section 50)

	1983/84	1982/83
Pending from Prior Fiscal Year	171	122
Intake	265	331
Results		
Order Confirmed	132	122
Employer Upheld	27	35*
Order Varied	38	26*
Settled Before Hearing	73	64
Total	270	247
Outstanding End of Fiscal Year	166	206

Hearings (Section 51)

	1983/84	1982/83
Pending from Prior Fiscal Year	16	10
Initiated	10	22
Results		
Employer Found in Violation	2	13
Employer Found in Compliance	3	1
Settled Outside of Hearing	9	2
Total	14	16
Outstanding End of Fiscal Year	12	16

Court Action

	1983/84	1982/83
Cases Prosecuted	-	4
Section 54 Certificates Filed	285	307
Section 59 Court Orders Filed	-	2

Permits

	1983/84	1982/83
Overtime Permits - Total	568	343
100 Hour	294	180
Special	274	163
Handicap Work Permits - Total	71	70
Individual	71	53
Group	-	17
Homeworker Permits	111	124

* Revised

Employment Agency Licences

	Initial		Renewal		Total	
Class	1983/84	1982/83	1983/84	1982/83	1983/84	1982/83
A	131	153	638	731	769	884
B	2	11	10	10	12	21
C	-	0	1	1	1	1
D	-	5	19	22	19	27
Total	133	169	668	764	801	933
Revenue					$160,980	$166,450

Industrial Standards

	1983/84	1982/83
Number of Active Schedules	4	4
Number Updated	2	1
Number Covered by Schedules		
Employers	400	400
Employees	8,300	8,300

Fair Wage Schedules

	Number		Value ($)	
	1983/84	1982/83	1983/84	1982/83
Schedules included in Contracts Let by Provincial Ministries				
Construction	698	715	409,864,709	331,200,209
Building Cleaning and Security	110	152	2,292,406	6,516,464
Total	808	867	412,157,115	337,716,673
Schedules updated	91	56		

Plant Closure Review and Employment Adjustment Branch

Robert D. Joyce **Special Advisor to the Minister**	**Harry N. Shardlow** **Director**

Robert D. Joyce was appointed as the Special Advisor to the Minister on employment adjustment problems in October 1980. The Plant Closure Review and Employment Adjustment Branch was formed in November 1980 to support the government's initiatives on layoffs and plant closures as well as to carry on the activities of the former Employment Adjustment Service.

1983/84 Activities

The branch's mandate is:

- to become aware of any announced or impending plant closure or major reduction of operation as soon as possible;
- to make contact with companies considering closure, and also with the employee representatives or unions;
- to obtain information about the closures and to advise the government on the possibility of maintaining the operation;
- where the closure is unavoidable, to attempt to resolve any disagreements concerning termination rights and benefits;
- to co-ordinate the involvement of the Ministries of Colleges and Universities, Intergovernmental Affairs, Industry and Trade, and Community and Social Services on a particular closure situation. This ensures that available Ontario Government programs are focused effectively on the needs of those affected by the closure.

Ongoing activities of the branch include:

- monitoring layoffs and terminations in situations where 25 or more employees are involved;
- exchanging information and maintaining contact with other provincial and federal government agencies;
- advising employees and employers of the requirements of the termination legislation;
- assessing the need for, and participation in, the establishment of adjustment committees.

The branch's Employee Counselling Program was developed in 1981 to provide employees affected by permanent job loss (especially due to plant closures) with professional assistance in the areas of job search techniques, career assessment, access to retraining, retirement counselling, financial counselling, and so on.

The program is primarily aimed at assisting victims of large-scale permanent job loss resulting from the closure of their employer's place of business, although the program is also offered in selected non-closure situations involving permanent job loss.

The program comprises both group and individual counselling sessions that normally take place over a one-week period. In a very large situation, several groups can be handled concurrently using a staff of counsellors.

The programs are delivered by the staff of the community college in the area in which the closure occurred and, although all programs follow a similar format, each one is tailored to the needs of the employees involved.

The branch works closely with the Canada Manpower Consultative Service of the Canada Employment and Immigration Commission. The Ministry of Labour is a financial contributor to manpower assessment and incentive agreements, which support manpower adjustment committees in layoff situations (see following Table summarizing the statistics concerning the terminations and the use of these committees). The committees consist of employee and management representatives and an independent chairman. Their role is to assist employees affected by large scale terminations to become re-employed.

The branch currently has five full-time staff.

Statistics on Terminations	1982/83	1983/84
Termination Cases Involving 25 or More Employees		
Cases: Full Closures	111	70
Partial Closures	19	18
Reduced Operations	203	89
Totals	333	177
Employees: Full Closures	10,663	5,832
Partial Closures	1,240	1,791
Reduced Operations	33,714	9,456
Totals	45,617	17,079
Manpower Adjustment Committees		
Committees Established	55	63
Employees Terminated in Cases Where Committees Were Established	5,734	7,069
Financial Commitment	$60,955	$78,375
Counselling Program		
Programs Established	23	26
Employees Counselled	1,081	1,541

Handicapped Employment Program

Janette Higgins
Acting Manager

The Handicapped Employment Program (HEP) was established in September 1978 to maximize employment opportunities in the private sector for individuals with disabilities.

HEP has a complement of eight permanent staff, including one manager, four employment consultants, two information clerks and one clerk/stenographer. Several job creation programs were also utilized during 1983/84 to augment the program's resources.

Employer Consulting Services

HEP offers consulting services to employers who are developing programs to increase the hiring, retention and promotion of men and women who are disabled. HEP also sponsors local conferences/seminars/workshops; provides information packages and technical advice; arranges awareness seminars; links employers to local agency and professional services, and facilitates union/management co-operation in joint problem-solving.

Positive personnel practices have been introduced by many employers who have taken steps such as: holding awareness training sessions for recruiters, managers and co-workers; attracting disabled applicants through outreach recruitment; analysing the essential physical demands of jobs; and introducing retention, retraining and re-employment practices to ensure that persons with disabilities are not screened out of employment or promotion opportunities. As well, employers are improving physical accessibility; studying insurance, pensions and benefits implications of increased employment of individuals with disabilities; reviewing pre-employment medical examination practices and the keeping of medical records; and exploring applications of new technologies, job redesign, aids and adaptations to increase employment opportunities for, and the productivity of, workers who are disabled.

Local Projects and Community Development

Matching disabled job-seekers to available employment opportunities requires a detailed knowledge of the local employment scene as well as linkages within the community. Local co-ordination of transportation, technical aids, referral to local employment resources and professional services to employers are also required to ensure success. One of the major initiatives of HEP has been to develop models for local action aimed at co-ordinating employment-related resources already existing in communities.

The first such model was the Hamilton Affirmative Action Project, which began in August 1979 as a joint initiative of the ministry and the Ontario March of Dimes. At its conclusion, in September 1982, a Community Council on Employment of the Disabled was established. A report highlighting major project strategies and activities in Hamilton is available from the program.

The program's approach to community initiatives has continued to evolve as it has expanded into eight more community projects. It assists in the development of planning committees and community-based networks for long-range support of employment opportunity at the community level.

Resource Centre and Province-wide Information Services

In order to stimulate and support such initiatives as employer action and local project activity, HEP provides, through its Resource Centre, a variety of information packages, resource materials and links to local sources of expertise. As well, two display units, attended by information officers, are available for events across the province. Staff assist with provision of information and awareness sessions for employers, disabled job-seekers, agencies, educators, health professionals, organized labour and the public. Although the Handicapped Employment Program is not a placement service, HEP does assist job-seekers with disabilities, through problem solving and referral, to access the job market.

Services for Health and Rehabilitation Professionals

In recognition of the key role played by health, rehabilitation and agency professionals in the employment of individuals with disabilities, HEP has developed an outreach initiative to meet the specialized needs of this sector. Programs have been created in ongoing consultation and co-operation with the professionals involved. The focus of these programs has been on developing awareness of issues related to the employment of those with disabilities, increasing linkages amongst and between professionals and their local community resources, involving professionals in activities to facilitate employment within their communities, and undertaking research projects to provide greater information to professionals in support of their role in employment of people with disabilities.

Job Creation Programs

HEP has utilized job creation programs to support community-based initiatives and to provide employment experience for disabled persons. Employers, disabled consumer groups, labour groups, boards of education, colleges and universities, associations, agencies and communities, all sponsor projects related to employment opportunities for men and women who are disabled.

1983/84 Activities

Employer Consulting Services and Employer Activity

HEP consultants have worked with 220 employers across the province to develop positive employment programs. Approximately half of these companies have head offices in Toronto and surrounding municipalities; the rest are located in other parts of the province.

Many other employers have been encouraged, through HEP's community projects, to undertake their own initiatives through their participation in conferences and workshops. HEP usually co-sponsors these events. Several thousand companies have also received HEP promotional and educational materials, and many have had specific questions answered over the telephone.

Local Projects and Community Development

HEP provided grants in 1983/84 to eight communities: Barrie/Simcoe County, Hamilton, Kenora, North Bay, Ottawa, Sudbury, Thunder Bay and York Region. This expands to 13 the number of communities served by HEP consultants. Of the 13 communities, Hamilton and North Bay have established community

councils, and Sault Ste. Marie plans to establish a council in the near future. Peterborough, York Region, Barrie/Simcoe County, Ottawa, Sudbury and Thunder Bay have planning committees. The remaining four communities: Guelph, Niagara Region, Waterloo Region and Kenora have undertaken a variety of initiatives.

In addition, HEP has provided information and consulting services to a number of municipalities in support of their own internal initiatives, as well as to the boards of education in Simcoe County and Nipissing on the retention and employment of disabled persons.

Highlights of HEP's community development activities during 1983/84 include:

Southern Ontario:

Hamilton - The three-year Hamilton Project has now been evaluated and has served as a first model for development in other communities. The Hamilton Community Council on Employment of the Disabled conducts ongoing local initiatives, including administration of a Ministry of Labour grant to study options of local co-ordinated job placement.

Three new community projects were initiated in southern Ontario in 1983/84. Highlights include:

Peterborough - In the fall of 1983 the Peterborough Social Planning and Research Council agreed to sponsor a 'Linking for Employment' project. The planning committee for the project includes representatives from business and industry, organized labour, the disabled community, education, government and the rehabilitation community. By the end of March 1984 presentations and seminars had been given to the Canadian Manufacturers' Association, the Personnel Association, educators, health and rehabilitation professionals, and job seekers. The highlight was a president's luncheon held on March 30 with the Minister of Labour as guest speaker. Over 100 employer representatives attended this event. The planning committee is continuing to develop this project.

Barrie/Simcoe County - In October 1983 the Simcoe County Steering Committee, including representatives from local municipal, federal and provincial governments, educators, health professionals, social service and self-help agencies and organizations, received a grant from MOL to sponsor 'Simcoe Strides Ahead'. The project has featured a series of seminars/workshops for disabled job-seekers and educators. Sessions are planned for employer and health professionals in preparation for a proposed conference in Barrie. Events have included two community 'awareness' weeks, disabled sub-committee mini-workshops and a seminar for educators (Simcoe County Board of Education, Heads of Basic and Guidance).

York Region - In December 1983 the Committee on Special Placement in York Region (COSPRY) received a grant from the ministry for the 'York Employment Choices' project. The project objectives are to develop and promote employment opportunities for disabled job-seekers, organized labour, educators and health/rehabilitation professionals. Between January and March 1984 several significant events have taken place, including a seminar on 'Self-Help Techniques' for disabled job-seekers, an employers' panel discussion, and a health professionals' 'networking' meeting. As well, the project was represented at the Aurora Industrial Show.

Northern Ontario:

During 1983/84, HEP, in co-operation with local community agencies and employers, continued the special initiatives begun in 1982/83 to develop approaches suited to Northern Ontario. Initiatives developed this year include:

Sudbury - In Sudbury, an MOL grant was given to a coalition of all agencies and organizations of and for disabled people, as well as employers, educators and health professionals, who are planning a conference on employment of disabled persons for October 1984.

North Bay - The North Bay Conference Committee on the Employment of Disabled Persons has incorporated as the North Bay Community Council on the Employment of Disabled Persons. A Ministry of Labour grant was awarded toward a conference on the Employment of Brain Injured and Learning Disabled Adults, which will be held on May 16, 1984. The community council has initiated a joint project with the Nipissing Separate School Board offering professional development for staff in the areas of attitude awareness, vocational guidance (linking disabled students to employment), and retention of employees who are disabled.

Sault Ste. Marie - A conference on the employment of disabled persons was held in April 1983. The planning committee involved representatives from business, industry, labour, disabled persons, service providers, educators, local politicians, rehabilitation personnel and government. Two hundred and forty persons attended the conference. A Ministry of Labour grant was awarded toward this conference. In May 1983 Sault St. Marie established a steering committee to develop a Community Council on the Employment of Disabled Persons. This committee is also researching the feasibility of establishing a sheltered industry for disabled people in Sault Ste. Marie.

Kenora - In March 1983 the Ministry of Labour issued a grant to the Kenora/Keewatin District Labour Council to further employment opportunities for persons with disabilities. In late March 1983 the Physically Handicapped Action Group, in conjunction with HEP, CEIC and VRS held a two-day conference on employment opportunities for disabled persons. On March 30 and 31, 1984, a conference on 'Unions and Handicapped Workers', co-sponsored by the Kenora/Keewatin District Labour Council and the MOL was held in Kenora. The conference was designed to increase awareness of the employment capabilities of persons with disabilities among trade unionists from locals with a 150-mile radius of Kenora.

Thunder Bay - The Thunder Bay Project received a grant from the MOL in January 1984 to increase, through pre-conference planning, awareness in all segments of the community relating to the employment skills of disabled persons. The Steering Committee of Agency and Community Groups continues to supervise work begun in 1982/83 leading up to a proposed conference. Current membership includes 18 agency and community self-help groups and four government representatives.

Resource Centre and Province-wide Information Services

During 1983/84 HEP provided 17,449 kits, posters, films, brochures and other promotional materials to its client groups. Over 300 resumes of disabled job-seekers are on file with the program, and each of these individuals was provided with information regarding employment.

Additional Ontario Federation of Labour brochures, 'The Disabled Are Able' (English and French), with matching posters and buttons, were produced with a grant from HEP, and distributed to union locals to promote increased awareness. The program also produced new information packages on: Awareness Training for Organized Labour, Assessment for Employment of the Psychiatrically Disabled, Suggestions for Boards of Education, and Employer Introduction to Learning Disabilities. In addition, training manuals were produced for use in seminars for health care professionals, educators, disabled job-seekers and community development orientation.

New publications include a brochure describing the program's Employer Consulting Services (French and English); a pamphlet for small business (English); a guide for disabled job-seekers (French and English; and a brochure describing resources for health professionals (English). Community Resources Guides for Employers were developed for Hamilton, Niagara Region and Waterloo Region. The program participated in, and disseminated information at, a total of 93 conferences, seminars and workshops, province-wide, in 1983/84

In addition to the above, HEP provided services to 14 labour organizations/councils in support of their initiatives.

Services for Health/Rehabilitation Professionals

HEP is presently working with 24 professional associations/groups and agencies. Programs have been tailored to the needs of individual professional groups or agencies involved (Ontario March of Dimes, Jewish Vocational Services, Ontario Society of Occupational Therapists, etc.). Joint professional/HEP objectives have included sensitization in assessment situations, support of disabled peoples' need for independence, examination of systems problems with a view to possible solutions, increased linkages and networking amongst professionals and exploration of professional roles, responsibilities and training needs.

In 1983/84 HEP took an active involvement in various committees dealing with problems identified in the system. These committees included an ongoing occupational therapist/physiotherapist interest group sponsored by HEP to explore the roles and responsibilities of this group in order to maximize its effect on employment situations, a business advisory committee, with membership from CEED (Council for Equal Employment of the Disadvantaged) and PAT (the Personnel Association of Toronto), working on the development of a job brokering system in the Toronto area, and the Canadian Rehabilitation Council for the Disabled's National Vocational Rehabilitation Committee, planning a national conference in the fall of 1984. In addition HEP co-sponsored a number of seminars, including one on 'Networking' for York Region professionals and one on 'Systems Issues' for professionals in the Peterborough area. The program also made presentations to various health and rehabilitation professional audiences.

During 1983/84 HEP continued and extended its involvement in the Council for the Equal Employment of the Disadvantaged (CEED). In addition to involvement in the business advisory committee, HEP was provided a policy perspective on issues raised by the membership, many of whom are directly involved in placement, and feel that they benefit from an overview of policy issues and concerns.

Based on requests coming into the program from the community, HEP has become involved in the issue of employment of those with psychiatric disabilities. HEP took part in a Community Resource Consultants Conference on Employment of the Psychiatrically Disabled, was involved in the Canadian Mental Health Association's think tank on Prejudice as a Mental Health Risk Factor, and in the Clarke Institute of Psychiatry's conference on The Vocational Rehabilitation of Psychiatric Clients. With Jewish Vocational Services, HEP held, on April 5, 1984, a seminar on the approach to the employer community on the issue of psychiatric disability.

Research, Policy Development and Interministerial Initiatives

With the support of a ministry steering committee (Handicapped Employment Program, the Ontario Human Rights Commission, the Workers' Compensation Board and the Occupational Health and Safety Division) HEP undertook a study of the current techniques used to assess the fitness of individuals for work, including job retention and recruitment medicals. The result of this process has been a discussion paper, produced for HEP by Abt Associates of Canada, to explore the issues around job-matching. It is hoped that discussion between all of those involved in job matching will clarify issues and encourage movement towards an approach acceptable to all concerned parties. Distribution of the discussion paper Job Matching: The Assessment of Individuals for Work will commence later in 1984.

HEP also provided training sessions to managers and supervisors within the Ministry of Labour and to human rights officers. HEP continued to liaise with various other programs within the Ontario Government regarding the employment of men and women with disabilities.

Job Creation Programs

In 1983/84 a total of 53 students and young people (a third of whom have disabilities) worked on 49 projects, sponsored by employers, agencies, colleges and universities, municipalities and community projects across the province under the Government of Ontario's Summer and Winter Experience Programs.

Additionally, HEP employed five persons under COED (Canada Ontario Employment Development Program), six persons under section 38 (UIC Job Creation Program), and two young people under OCAP. Eight of these people were hired to work in HEP's community projects and five worked in the program.

Office of the Co-ordinator of French Language Services

Stephane Grenon
Co-ordinator

Since September 1981 the Co-ordinator of French Language Services has been a full-time position reporting to the Assistant Deputy Minister, Labour Policy and Programs, with duties divided between the Ministry of Labour and the Workers' Compensation Board.

The co-ordinator assists francophone groups, other organizations and the public at large with information about the ministry programs and services. He assists ministry managers in the implementation of the ministry's French language services policy and chairs a ministry advisory committee on French language services.

The Office of the Co-ordinator of French Language Services has a complement of two: one co-ordinator and one secretary.

Policy Branch

Roger P. Hill*
Director

The Policy Branch develops, co-ordinates and provides analytical support for policy activities in the ministry, including preparation of submissions to cabinet on policy issues that relate to all ministry programs and to the Workers' Compensation Board. The branch acts as a liaison with other ministries, government agencies and the cabinet secretariat on policy matters.

The Policy Branch consists of three sections. One focuses on policy issues related to workers' compensation and occupational health and safety. The labour market policy group monitors developments in the labour force, in the workplace and in the labour-management environment and examines their implications for ministry policy and programs. The legislation policy section deals with policy issues related to employment standards, labour relations and human rights.

The Policy Branch was created to meet the demands of the increased range and complexity of policy issues facing the ministry. The branch builds on the policy capability of the former Research Branch and the Policy Secretariat.

* Roger Hill was appointed director, effective May 1984.

Finance and Administration Division

R. Burak
Executive Director

The Finance and Administration Division is responsible for providing administrative support for the operating branches of the ministry. The support activities consist of Accounting Services, Administrative Operations, Communications, Internal and Management Audit, Management Planning, Personnel, and Systems and ADP.

Management Planning Branch

D. Destonis
Director

The Management Planning Branch was formed in 1982/83 as a result of a reorganization of responsibilities and staff within the Finance and Administration Division. In 1983/84 the initial organization structure was strengthened with additional staff and refinements to individual functions and responsibilities.

The role of the branch is to provide a complete range of planning and advisory services to executive and program management levels at the ministry.

Responsibilities of the branch include:

- Financial and operational planning
- Human resources planning
- Information systems and office automation planning
- Liaison with government central agencies
- Management improvement

Financial Planning

Financial planning for the ministry involves co-ordination of the resource allocation process, from the preliminary government allocations setting stage to estimates approval. The branch also provides advice on and co-ordination of major in-year budget changes. In 1983/84 the branch introduced improvements to the annual resource planning process, including a new project management system.

Human Resources Planning

A human resources planning committee was formed to evaluate and develop long-range policies in conjunction with central agency initiatives and in response to continuing technological changes and training needs at the ministry. Initial pilot development of a computerized human resource information/reporting system was also undertaken.

Information Systems and Office Automation Planning

Initial steps were undertaken to develop a five-year ministry information system strategy. Completion of this planning process is expected by fall 1984.

Management Improvement

A preliminary three-year management improvement plan was developed in response to published Government Management Standards. Additional improvements were introduced in selected program Managing-By-Results reporting systems.

The 1983/84 Branch complement was 10.

Accounting Services

A.H. Ganesh
Manager

Accounting Services is responsibile for satisfying the ministry's central agencies' requirements as expressed in the statutes, regulations, policies and other directives for financial visibility, control and accountability through the operation and maintenance of efficient and effective finanancial systems. It exercises shared controllership between the ministry, Treasury and Management Board by ensuring the consistent application of Ontario government accounting principles, policies and controls.

In addition, it provides ongoing financial advisory, monitoring and consulting services to management, employees, clients and suppliers of the Ministry of Labour.

Its responsibilities are carried out by a staff of 33 employed in five functional areas:

Administration

Providing ongoing accounting and financial advice to ministry management as well as overseeing and monitoriing overall control of financial activities and compliance to financial policies.

Budgetary Control and Financial Reporting

Integral to the control and management of the cash resources are the systems for forecasting, timely recording and effective monitoring of the movements of all revenues and expenditures. This section also has prime responsibility for the preparation of accurate and relevant reports as required by the central agencies and the Ministry of Labour.

Revenue and Accounts Receivable

This section is responsible for ensuring that money received is safeguarded and deposited intact, and reported promptly to Treasury.

It also administers the Accounts Receivable System to ensure the efficient collection of revenues.

Accounts Payable

This section administers the systems for payment of suppliers invoices, employees' expenses and other internal financial transactions.

Payroll

This section is responsible for the accurate, timely and proper processing of the ministry's payroll and related employee benefits.

1983/84 Activities

	General Expenditure	General Revenue
Ministry Administration	$ 13,729,000	$ 36,000
Industrial Relations	5,345,000	24,000
Women's Programs	2,286,000	2,000
Occupational Health and Safety	35,003,000	8,028,000
Employment Standards	6,205,000	267,000
Manpower Commission	1,785,000	1,000
Human Rights Commission	4,407,000	-
Labour Relations Board	4,505,000	75,000
Credits	-	122,000
Total	$ 73,265,000	$ 8,555,000

Personnel Branch

M.E. Mayne
Director

The role of the Personnel Branch is to provide a variety of human resource management services for all areas of the ministry. These services include staffing, compensation and staff relations, training and staff development and employee counselling as well as the related processing and records maintenance functions.

The branch operates under the authority of the Public Service Act and regulations, the Crown Employees Collective Bargaining Act and the Collective Agreement, and is responsible for their administration.

Each section of the branch is responsible for a specific set of ongoing activities:

Staffing

Responsibilities in the staffing section include determining alternative strategies for filling vacancies in a time of constraint, placement of surplus staff, encouraging cross assignments for developmental purposes and

hiring staff for contract or permanent positions. The ministry's Experience programs are co-ordinated through this section, as well as programs such as Handicapped Work Stations, Winter Experience for disadvantaged youth, university and high school co-operative education programs, the student Work Week program, and the Canada-Ontario Employment Development (COED) projects within the ministry.

Compensation and Staff Relations

This section is responsible for all aspects of wage and salary administration, including job evaluation, organizational structuring and the provision of advise to management and employees on the compensation process. This section is also responsible for the ministry's staff relations program, including administration of the Collective Agreement, grievance resolution and consultation with management and staff on industrial relations matters. The section is also responsible for the co-ordination of the ministry's Employee Relations and Health and Safety Committees.

Staff Development and Training

This section is responsible for the training and development activities of the ministry, including the development and operation of in-house courses, (including computer-assisted programs), the administration of the ministry's tuition assistance program and the provision of academic and career counselling services. The section is also responsible for the development and co-ordination of the ministry's Performance Appraisal program and consultation with management and staff on all section activities.

Employee Benefits

This section is responsible for the administration of the ministry's employee benefits program. The programs include providing advice and information to all employees about their benefits, resolving personal problems, and conducting exit interviews on terminating and retiring employees. This section is also responsible for conducting the ministry's annual pre-retirement program.

The Personnel Branch had a complement of 19 during 1982/83.

1983/84 Activities

Staffing

Most vacancies, filled through the competition process, were available to civil servants, unclassified staff and GO Temporary employees only. When external advertising was possible, it was limited to using the government publication Topical/Job Mart for open competitions to the public.

With fewer opportunities available for promotion, career development was encouraged through internal cross-assignments and secondments. This developmental privilege occurred through career planning interviews or as a response to advertisements. There was an average of 25 ongoing assignments each month in the ministry.

A number of special programs were co-ordinated and administered through the Staffing section with the result that 600 participants received opportunities to enhance their employment experience.

Special Program Placements include:

Summer students - Experience 83	257
Summer students - ministry paid	72
Youth placements - Winter Experience '83-84	41
COED participants and Section 38 participants	136
Work Week students (high school)	61
CO-OP (high school)	15
Handicapped Work Station	18
	600

Compensation and Staff Relations

Reviews of positions were undertaken in a number of branches. Organization and specification reviews were also completed in the Ontario Manpower Commission and the Ministry Library. Specification reviews were also completed in the Sudbury and London District Offices.

The section also participated in the training of cross assigned staff from the central agency.

Active participation in the Staff Relations Supervisory Training Courses gave the section an opportunity to work with managers on staff relations problems. Management and staff were also provided with ongoing interpretation of the Collective Agreement and consultation on staff relations matters. The section was also responsible for the establishment and co-ordination of the ministry's Employee Relations and Health and Safety Committees in several locations throughout the province.

Staff Development

Continued financial constraints resulted in a reduction in course participation and overall training expenditures in the ministry as compared to the two previous fiscal years. Tuition assistance was the only area to show an increase in participation rate (10 per cent), and this resulted in some increase in section activities in the areas of employee academic and career counselling.

The section was heavily involved in new technology training in three specific areas. The first involved co-sponsoring and offering a course on computer awareness for managers. The second involved the development of two computer assisted video interactive programs for technical and managerial staff. The third was the co-ordination of a word-processing training program funded under the COED program. The latter two programs involved the selection and supervision of 22 seconded and contract staff.

The section also continued to monitor and be involved with the ministry's Performance Appraisal program, including considerable participation in career planning.

Employee Benefits

The introduction of an early retirement option increased the section's workload substantially in the area of retirement counselling. Section workload also increased in relation to counselling employees on LTIP benefits and various personal problems.

Systems and ADP Branch

W.H. Lehman
Director

The Systems and ADP Branch provides a service to all program managers requiring systems development services. This includes design, implementation, maintenance and data processing of ongoing systems. Activities in general can be categorized as follows:

- Consultative services regarding concepts, technical feasibility and cost/benefit analysis.
- Scientific and research applications for studies and surveys requiring evaluation and statistical analysis in the fields of occupational health and safety, labour relations, work force activity and collective bargaining.
- Commercial systems involving management information on activity and control of various program managers' systems, including accounting and personnel applications.
- Preparation of proposals, and project management where these proposals are accepted.

The branch objectives are:

- to provide clients with system development services and procedures that will meet their needs in providing or improving program delivery in keeping with existing policy and legislation.
- to apply project management techniques that will allow for the control of approved projects through progress reports, implementation schedules and quality review.
- to document major systems and procedures in order to ensure that maintenance and revisions can be carried out with the minimum of discontinuity.

The branch complement for 1983/84 was 28.

1983/84 Activities

Development, maintenance and data processing commitments were active in 1983/84 in the following areas:

- Accounting Services
- Women's Bureau
- Standards and Programs Branch
- Industrial Health and Safety Branch
- Mining Health and Safety Branch
- Occupational Health Branch
- Special Studies and Services Branch

- Employment Standards Branch
- Office Services
- Ontario Human Rights Commission
- Ontario Manpower Commission
- Ontario Labour Relations Board

1983/84 resulted in the receipt of:

- 257 Work Requests
- 222 Actioned

Although Research Branch activity has been dispersed to various program areas, demands have not decreased since program delivery still requires surveys and statistical evaluations that require the application of computer technology.

Budget

1982/83 Net Labour Budget	1,114,400.00
1983/84 " " "	1,018,500.00

Processing Volume

Jobs submitted to QPCB	21,579

Records Read:

QPCB	646,077
Via Remote Job Entry	2,476,119
	3,122,196

Lines Printed:

QPCB	243,643
Via Remote Job Entry	34,320,720
	34,564,363

Administrative Operations Branch

R.R. Hogarth
Director

The Administrative Operations Branch provides administrative support services to the ministry's line and staff operations in the head office, 18 district and field office locations, including nine Mining Health and Safety Branch offices located throughout the province, and two laboratories.

Support services provided include records management, purchasing, inventory control, warehousing and supply, reprographics, mailing, office accommodation and transport.

Administrative support is provided to the Ministry of Consumer and Commercial Relations in those district offices where premises are shared.

Branch complement in 1983/84 was 101.

1983/84 Activities

Records Management

The primary objectives of this program are to ensure economy and efficiency in the creation, maintenance, retrieval, storage and disposition of ministry records, and in the creation, design and use of ministry forms.

Consultative services provided by this section include:

- Development and implementation of records schedules
- File classification plans
- Filing systems and equipment needs
- Forms analysis and design

Copy Centre

The ministry operates an in-house reproduction centre that services the short-run printing and bindery needs of the branches, boards and commissions operating from the headquarters and district office locations. The present output of this unit is up to 1,500,000 impressions each month on a variety of equipment and in a wide range of formats.

Purchasing

The ministry centralized Purchasing Office is responsible for acquiring the wide range of goods and services required by various programs. Needs range from basic office requirements to sophisticated analytical laboratory equipment.

Communications Branch

R.I. Cohen
Director

The Communications Branch administers an ongoing program of communication between the ministry and the public in order to facilitate the achievement of ministry goals. In fulfilling this mandate, the branch provides the following services:

Consultation

Branch staff advise senior ministry staff, including the minister, deputy minister and assistant deputy ministers on the communications implications of ministry policies, programs and initiatives.

Planning

An integrated communications component is essential to the achievement of program goals. Branch staff identify communication needs and develop public information programs to assist in the achievement of these goals.

Implementation

Branch staff are responsible for implementing communication programs designed to inform the ministry's client groups of the philosophy, policies and programs of the ministry. They prepare speeches and news releases, pamphlets, brochures and other printed material, exhibits and audio-visual aids. They also manage the ministry's advertising program and assist in the presentation of seminars.

At the end of the fiscal year the branch had a complement of 12.

Each year the branch handles more than 3500 telephone enquiries for information and publications.

1983/84 Activities

Media Relations

Forty-six press releases were issued, and approximatey 2,000 media telephone enquiries were answered.

The District Media Liaison Representative system, by which an officer in each district office acts as liaison between the local media and the ministry, continues as a very effective extension of the media relations function.

Students Working in Media (SWIM), an Experience '83 project, was continued. Journalism students were placed with media sponsors for a period of 13 weeks. Students specialized in topics related to the Ministry of Labour.

Advertising

A notification program was conducted in all major newspapers on each designated substance as it was regulated.

Publications

The branch edited and co-ordinated the production of the following new brochures/publications:

Occupational Health in Ontario - Occupational Health journal - 4 issues.

Regulation respecting Isocyanates - made under the Occupational Health and Safety Act - pocket version.

Regulation respecting Silica - made under the Occupational Health and Safety Act - pocket version.

Human Rights Code cards - English and French.

Affirmation - Human Rights Commission newsletter - 4 issues.

Human Rights in Ontario - brochure (French, Italian, Portuguese, Spanish).

Human Rights Complaint Procedures - brochure (French, Italian, Portuguese, Spanish).

Human Rights and Sexual Harassment - brochure (French, Italian, Portuguese, Spanish).

Human Rights in Employment - brochure (French, Italian, Portuguese, Spanish).

Human Rights Discrimination Because of Handicap - brochure (French, Italian).

Human Rights Interviews and Application Forms - brochure (French).

Guide to the Human Rights Code - booklet (French).

Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board - brochure (English).

Resources for Health Professionals - brochure (English).

Linking for Employment - a Report of the Task Force on Employers and Disabled Persons (Jean Pigott).

Protecting the Worker From Disability: Challenges for the Eighties (Paul E. Weiler) - second and concluding part of two-phase study on workers' compensation in Ontario.

Fifth Annual Report of the Advisory Council on Occupational Health and Occupational Safety 1982/83.

Ontario Ministry of Labour Annual Report 1982/83.

Ontario Human Rights Commission Annual Report 1982/83 (English and French).

Seventh Annual Report of the Government of Ontario Affirmative Action Council 1982/83.

Thunder Bay Affirmative Action Council Annual Report 1982/83.

Sudbury Affirmative Action Council Annual Report 1982/83.

The following publications were revised:

Guide to Race Relations Organizations in Metro Toronto - booklet.

Guide to the Use of Media - booklet.

Regulations respecting Mines and Mining Plants - pocket consolidation.

Extracts from the Occupational Health and Safety Act - poster (French, Italian, Portuguese, Spanish, Chinese, Greek).

Chest X-ray and Lung Function Clinic - poster (bilingual).

Ontario Labour Legislation of Interest to Women - brochure (English and French).

The Ontario Women's Bureau - brochure (English).

New Skills for Women - brochure (English and French).

Pregnancy Leave in Ontario - brochure (French).

Women in the Labour Force Factsheet - Basic Facts (English).

Career Selectors - Communications and Creative Arts.
- Service and Retailing.

Guide to the Employment Standards Act - brochure (English and French).

Employment Standards Abstracts - posters (English and French).

Employment Facts for Ontario Students - brochure (English and French).

Certification by the Ontario Labour Relations Board - brochure (English).

The branch also co-ordinated the reprinting of approximately 60 other brochures and publications.

In October 1983, prepared and conducted a half-day seminar on basic English grammar and writing skills for the Occupational Health Branch.

Internal and Management Audit Branch

D.A. Anderson
Director

The purpose of the Internal and Management Audit Branch is to perform an independent review of ministry and agency operations (excluding Workers' Compensation Board), on behalf of the deputy minister. These reviews encompass an appraisal of financial transactions, systems and controls as well as economy and efficiency of operations and existence of an appropriate management process to enable evaluation of program effectiveness.

During the 1983/84 fiscal year, normal audit activity took place in the Accounting Services, Quality of Working Life Centre and Ontario Manpower Commission. Also, a number of requests for assistance in a consultative and/or investigative capacity were undertaken.

Additionally, one staff member prepared a Management Audit Methodology guideline for the Audit Methodology Group set up by Management Board of Cabinet.

At the end of the fiscal year the branch had a complement of five.

THE FOLLOWING PROGRAMS REPORT DIRECTLY TO THE DEPUTY MINISTER OF LABOUR:

- The Quality of Working Life Centre
- The Affirmative Action Program
- The Legal Services Branch

Ontario Quality of Working Life Centre

Dr. Hans van Beinum	**N. Ignatieff***
Executive Director	**Program Manager**

Since its establishment in December 1978, the Ontario Quality of Working Life Centre has made considerable progress towards the fulfillment of its mandate. The centre's mandate, to promote and support the enhancement of the quality of working life of people in Ontario, has been developed through three major areas of activity:

- the initiation, implementation, monitoring and evaluation of quality of working life projects in joint union-management settings;
- the education and training of individuals and organizations in quality of working life approaches;
- the creation, collection and dissemination of written information to promote a broad understanding of and interest in QWL.

The centre has translated these three activity areas into a five-pronged program of field project work, education, information services, research and consultation. The primary thrust of the centre has been the development of quality of working life projects in Ontario, based on the principles of joint involvement and shared responsibility between labour and management. The centre recognizes that attempts to improve the quality of working life can succeed only if all parties can learn to work together in areas where joint benefit is possible.

The centre staff currently consists of an executive director, five consultants, an executive assistant, three support staff and a network of part-time external consultants and associates who expand the capacity of the centre as demand requires. The work of the centre is guided by a committee of labour and management leaders from across Ontario, the Ontario Labour Management Study Group, chaired by the Deputy Minister of Labour, Mr. T.E. Armstrong, Q.C.

1983/84 Activities

QWL Field Project Work

In its role of providing assistance to organizations in the development and continuation of QWL programs, the centre has become involved with several organizations in an ongoing consulting capacity. During this fiscal year the centre has been facilitating QWL field projects in 13 joint union-management work settings. These projects focus on involving workers in the decision-making process affecting their jobs, and examining, in this context, the decision-making structures and the design of jobs within the workplace. In order to achieve a mix of projects, the centre is working within a range of different work settings in both the private and public sectors. Centre projects are underway in such diverse settings as: a nuclear refinery, a casting plant, a government office, a maximum security mental health centre and a soft drink can manufacturing plant.

* Mr. Ignatieff was appointed Special Advisor to the Deputy Minister of Labour and joined the centre in February 1984.

Education

Extensive education is seen as essential to the sustained development and diffusion of QWL within Ontario. Consequently, the centre has developed an education program to meet a wide range of needs.

The centre held several introductory one-day seminars in conjunction with community colleges as well as a number of 2 1/2-day and in-depth events designed for union-management teams and those already involved in QWL programs.

In addition, over 30 educational events and workshops were tailor-made for field project participants over the course of the year.

In the effort to educate, increasing emphasis is being placed upon including union and management representatives who have actually participated in a QWL project in the capacity of workshop and seminar panelists and speakers. Their personal experiences have proven invaluable in explaining the QWL concept.

The centre assisted the various unions, business organizations and individuals active in QWL to link up for shared learning and support. An example of this development is found in the Co-ordinators' Network, initiated and supported by the centre to provide a forum in which a group of union and management internal resource people meet regularly in order to learn from each others' experiences.

Information Services

The centre operates a service that provides the public with a wide range of information on QWL - ranging from basic introductory materials to highly specialized information provided in response to specific requests. The centre also publishes a periodical news journal entitled QWL FOCUS, a series of occasional papers entitled Issues in the Quality of Working Life, and a series entitled Working Papers on QWL. Response to recent publications has been very positive with the latest occasional paper, Changing Organizations, generating an overwhelming demand for copies. The centre provides speakers to groups and organizations wanting to learn more about QWL.

Consultation

Centre staff assist individuals and organizations, on a daily basis, to increase their understanding of QWL, to assess its relevance for their own situation and to take the first steps in the development of their own QWL program.

Affirmative Action Program

Sheila Dann
Program Manager

The program manager is a full-time position reporting to the deputy minister to promote equal employment opportunity in the ministry. The manager liaises closely with the Personnel Branch and the Ontario Women's Directorate.

The manager provides a resource to branch directors in implementing affirmative action and chairs a committee of branch representatives who act as a communications network to relay affirmative action information to ministry employees.

1983/84 Activities

At the start of the year, the program planned a number of hire/promotion targets and developmental assignments for women of the ministry.

Hire/promotion targets refer to certain positions which:

1. are currently under-represented by women, that is, where women comprise less than 30 per cent of the class population; and

2. where there are enough women in the potential applicant pool.

The number of targets set by the ministry is based on the projected vacancies and the potential numbers of male and female applicants. For the past year five targets were set and six were met.

Twenty women were provided developmental assignments, over and above normal staff development activities. The three to six-month assignments were planned and designed to qualify the participants to compete for higher levels or traditionally male occupations.

The program manager worked closely with the branch directors in assisting them in achieving their branch affirmative action commitments. In addition, regular reports were made to the deputy minister and semi-annual reports were prepared, presenting the statistics outlining the status of the ministry's female employees. Presentations were also made to the branch managers and to regional offices on the development of the program. Personal career counselling interviews were conducted, and an inventory of all female employees was maintained for the purpose of effectively monitoring hirings and promotions.

Six two-day workshops Micro-electronics and the Manager were presented to enable women managers to develop a sense of competence and control when confronted with new and constantly changing office technology. Four of these workshops were sponsored jointly with the Personnel Branch (Staff Development).

Five two-day workshops Career Development in a Time of Constraint were presented to all women in the ministry to provide guidance on setting goals for career life development. One workshop was sponsored jointly with the Personnel Branch (Staff Development).

A series of short seminars and workshops, e.g. Resume Writing and Prepare to be Interviewed were presented to all employees, including some regional offices.

'Lunch and Learn' noon-hour presentations were also organized by the Affirmative Action Committee for all employees, informing them of important social issues of special concern to women, e.g. Child Abuse and Stress Management.

Legal Services Branch

Paul Hess, QC
Director

Legal Services Branch:

- drafts legislation as requested and gives advice thereon and presents it to legislative counsel;
- gives legal advice to the Ministry of Labour on problems pertaining to the interpretation and application of acts and regulations;
- consults with the branches of the ministry on investigations into alleged breaches of the acts and regulations and considers the sufficiency of the evidence and conducts prosecutions;
- acts as counsel to the ministry in inquiries and hearings held by or for the ministry under the acts;
- answers inquiries from the public regarding the application and scope of acts and regulations;
- attends inquests into fatalities occurring at workplaces, where required;
- generally, provides legal services as requested or required.

Legal Services Branch has a complement of a director, five lawyers seconded from the Ministry of the Attorney General and support staff consisting of four secretaries. All personnel are located in Toronto.

1983/84 Activities

Members of Legal Services Branch appeared as counsel for the ministry in approximately 120 applications for review of orders to pay and section 51 hearings under the Employment Standards Act.

The Legal Services Branch received a total of 349 files under the Occupational Health and Safety Act, of which 234 resulted in prosecution during the fiscal year.

Ontario Labour Relations Board

G. W. Adams, Q.C.
Chairman

D. K. Aynsley
Registrar and Chief Administrative Officer

The Ontario Labour Relations Board is a quasi-judicial tribunal responsible for the administration of the Labour Relations Act. Under this Act, the board:

- certifies trade unions as collective bargaining agents for employees;
- appoints officers to mediate complaints of contraventions of the Act, conducts hearings into complaints that are not settled, and grants remedial orders where it finds that the Act has been contravened;
- issues directions and declarations where unlawful strikes and lock-outs have occurred;
- settles jurisdictional disputes arising out of the assignment of work;
- accredits employers' organizations and employer bargaining agencies in the construction industry;
- certifies employee bargaining agencies in the construction industry;
- conducts arbitration hearings arising from grievances under construction industry collective agreements;
- terminates bargaining rights, and
- provides opinions to the Minister of Labour relating to his authority to appoint conciliation officers or arbitrators.

Composition

The board is composed of a chairman, 10 full-time vice-chairmen (one, the alternate chairman), five full-time employer representatives and five full-time employee representatives. All are appointed by the Lieutenant-Governor in Council. Under the Act,* the board may sit in two or more panels, provided a quorum is present in each panel. The powers of the board in respect of certain matters may also be exercised by the chairman, the alternate chairman or a vice-chairman sitting alone.

It is common for six and, with increasing frequency, seven or eight panels to be sitting simultaneously, sometimes in different parts of the province. While most cases are heard in Toronto, complaints involving discrimination in employment or cases involving a substantial number of witnesses are generally heard at or near the municipality in which the employer is located.

Board Reports

The board publishes a monthly report in two sections. The first section contains the full text of significant board decisions issued during the report month and an index of summaries on the subject matter of these decisions. The second section lists all of the cases disposed of by the board during the previous month by type of case and method of disposition and describes the bargaining units determined in certification cases.

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* The Act refers to the Labour Relations Act throughout text.

Caseload

In fiscal year 1983/84 the board received a record total of 3,135 applications and complaints, an increase of 373 cases, or 14 per cent, over the intake of 2,762 cases in 1982/83. Applications for certification of trade unions as bargaining agents, one of the three major categories of the board caseload, increased by 113 cases, or 15 per cent, from the filings for 1982/83. In addition, complaints of contravention of the Act, the second of the three major categories, increased as well by 148 cases, or 20 per cent, when compared to 1982/83. In the third of the major categories - referrals of grievances under construction industry grievances - there were 7 fewer referrals in 1983/84 than in 1982/83.

In addition to the record number of cases received, 409 cases were carried over from the previous year, making a total caseload of 3,544 in 1983/84. Of the total, 2,797 or 79 per cent were disposed of during the year. Proceedings in 213 were adjourned sine die** (i.e. without a fixed date for continuation) at the request of the parties to the matter. Finally, 534 were pending at various stages of processing at March 31, 1984.

The total number of cases processed during the year produced an average caseload of 322 cases for the board's full-time vice-chairmen and chairman compared to 266 for 1982/83. The total dispositions represented an average output of 254 cases, up from 204 in 1982/83.

Labour Relations Officer Activity

In 1983/84 the board's 17 labour relations officers were assigned a total of 2,032 cases to assist the parties in resolving their differences without the necessity of formal litigation before the board. These officer assignments comprised 57 per cent of the board's total caseload, including 459 certification applications, 37 cases concerning the status of individuals as employees under the Act, 743 complaints of contraventions of the Act, 763 referrals of grievances under construction industry collective agreements and 30 complaints under the Occupational Health and Safety Act.

The labour relations officers completed activity in 1,657 of the assignments, obtaining settlements in 1,402 cases, or 85 per cent. Of the remaining cases assigned, 255 were referred to the board for decision, proceedings were adjourned in 100 cases, and settlement efforts were continuing in 276 cases at March 31, 1984.

Representation Votes

In 1983/84, the board's returning officers conducted and counted the results of 182 representation votes held among employees in one or more bargaining units in cases that were either disposed of during the year or in which a final decision closing the case had not been issued by the board by March 31, 1984. Of the total votes, 138 involved certification applications, and 44 were held in applications for termination of existing bargaining rights.

One hundred and three of the certification votes involved a single union on the ballot and 34 involved two unions. Of the two-union votes, 31 entailed attempts to replace incumbent bargaining agents, and four involved two unions seeking to represent the same employees in collective bargaining for the first time.

** The board regards sine die cases as disposed of, although they are kept on docket for one year.

A total of 10,137 employees was eligible to vote in the 182 elections held, of whom 8,418, or 83 per cent, cast ballots. Of those who participated, 4,245 voted in favour of union representation and 4,173 against. Sixty-six per cent of the employees who participated in the two-union certification elections voted for union representation, compared to 48 per cent who voted for union representation in the single-union elections.

Hearings

The board held a total of 1,693 hearings and continuation of hearings in 1,315, or 37 per cent of the 3,544 cases processed during the fiscal year, an increase of 237 sittings over the number held in 1982/83. One hundred and thirteen of the hearings were conducted by vice-chairmen sitting alone, compared with 40 in 1982/83.

Details of the activities of the board and its staff will be found in the board's 1983/84 annual report.

Ontario Human Rights Commission

Borden C. Purcell
Chairman

George A. Brown
Executive Director

The Ontario Human Rights Commission, established in 1962, administers the Human Rights Code, 1981, which provides the right to equal treatment without discrimination with respect to services, goods and facilities, accommodation, employment, contracts, membership in trade unions, trade or occupational associations or self-governing professions on the grounds of race, colour, ancestry, place of origin, ethnic origin, citizenship, creed, sex, handicap, age (18-65 years in employment; 18 years and over in all other areas), marital status, family status, receipt of public assistance (in accommodation only) and record of offences (in employment only). In addition, every person has a right to freedom from harassment because of any of the prohibited grounds, including race and sex, in accommodation and employment. The Code also provides a remedy for unwelcome sexual solicitations or advances made by a person in authority, and for threats of reprisal because an advance has been refused.

Every person has a right to claim and enforce his or her rights under the Code, to institute and participate in proceedings under the Code and to refuse to infringe a right of another person under the Code, without reprisal or threat of reprisal for doing so.

The commission is composed of a chairman, vice-chairman, and nine members who are appointed by the Lieutenant-Governor in Council. Three of the members constitute a Race Relations Division of the commission, and one of them is designated as Commissioner for Race Relations. They meet regularly to review settlement proposals, review requests for special employment programs under the Human Rights Code and to formulate policies on all issues with an impact on human rights in the province. A quorum of three commissioners meets regularly as a panel to review and approve the settlements of all cases before they may be closed.

When a settlement proposal is not in accordance with commission policy of rectification and remedy, the panel recommends that the commission refer the case to staff for further conciliation. Where a case reveals evidence of a discriminatory practice or pattern that suggests a need for policy or procedural changes, the panel makes recommendations for follow-up action.

The panel also reviews requests for exemptions from the provisions of the Code.

Those cases that cannot be settled in conciliation are referred to the full slate of commissioners. After evaluating the evidence, they decide whether or not to request the Minister of Labour to appoint a board of inquiry. If the commissioners decide that a board of inquiry is not appropriate in the circumstances, they will advise the parties in writing of the reasons for the decision.

When the commission decides to dismiss a complaint, the complainant may request a reconsideration of the decision. The application for reconsideration must include a statement of the facts upon which the request is based. The commission makes its decision after notifying the

respondent and giving the respondent time to make written submissions concerning the request. The commission's decision on reconsideration is final, and is communicated to both parties in writing.

A board of inquiry is a decision-making body, which operates in accordance with the provisions of the Statutory Powers Procedure Act. The person who presides over the board is appointed by the Minister of Labour. He or she is not a member or employee of the Ontario Human Rights Commission. The board hears testimony given under oath and makes a finding based on the evidence as to whether or not the Code has been contravened. If the finding is that there has been a contravention of the Code, the board may, by order, direct the respondent to do anything that ought to be done to achieve compliance with the Code, both in respect of the complaint and in respect of future practices. The board can also order compensation for loss to the complainant, and where the contravention has been engaged in wilfully or recklessly, may award up to $10,000 to the complainant for mental anguish.

If the board finds that there has been no contravention, the case is dismissed. However, even though the board may find no evidence of discrimination against the complainant, it may still find that discriminatory practices are occurring within the respondent enterprise. In such cases, the board may make an order to remedy the situation through human rights seminars for employees, worker-management human rights committees and the like.

If a board finds evidence of discrimination in a complaint based on handicap, and if the board finds a lack of access to premises or facilities or lack of appropriate amenities in these respects, it may order the respondent to take measures to provide access or amenities unless the costs involved would cause undue hardship.

Where a complaint is dismissed, the board may order the commission to pay the respondent's costs if the board finds that the complaint was trivial, frivolous, vexatious or made in bad faith or if undue hardship was caused to the respondent in the particular circumstances.

The decision of the board must be given within 30 days of the conclusion of the hearing.

The decision or order of the board may be appealed to the Divisional Court of the Supreme Court of Ontario.

In the last fiscal year, 33 such boards were appointed and 15 hearings completed. In addition, 13 settlements were reached prior to the hearing in complaints in which a board had been appointed.

The commission also performs human rights and public education activities among business and industry, media, unions, government, educational institutions, law enforcement and criminal justice agencies, and social and health institutions.

Under the Code, the commission conducts the following programs:

Conciliation and Compliance through the investigation and resolution of complaints filed under the provisions of the Code. During the year, 1,237 formal complaints were registered with the Conciliation and Compliance Division and 1,012 cases were resolved; 346 informal complaints were handled and 51,763 referrals and inquiries were dealt with.

The functions of the Race Relations Division, as related to race, ancestry, place of origin, ethnic origin or creed, are set out in the Code as follows:

- to enquire into incidents of and conditions leading or tending to lead to tension or conflict based upon identification by a prohibited ground of discrimination and take appropriate action to eliminate the source of tension or conflict,
- to initiate investigations into problems based upon identification by a prohibited ground of discrimination that may arise in a community, and encourage and co-ordinate plans, programs and activities to reduce or prevent such problems, and
- to promote, assist and encourage public, municipal or private agencies, organizations, groups or persons to engage in programs to alleviate tensions and conflicts based upon identification by a prohibited ground of discrimination.

The division may also perform any other function referred to it by the commission.

The Race Relations Division carried out 223 mediations and projects and 489 consultations during the year.

Public Education activities are developed and conducted to forward the principle that the dignity and worth of every person be recognized, and that equal rights and opportunities be provided without discrimination that is contrary to the Code. Twelve hundred and forty educational undertakings were carried out under the Public Education Program.

Research activities are designed, undertaken and encouraged in order to eliminate discriminatory practices that infringe rights under the Code.

The commission has 15 district offices, located in Hamilton, Kenora, Kingston, Kitchener, London, Ottawa, Sault Ste. Marie, Sudbury, Thunder Bay, Windsor, Timmins, St. Catharines, Mississauga, Scarborough and Toronto.

The commission is composed of 70 professional and 25 support staff.

Details of the role and programs of the Ontario Human Rights Commission will be found in the commission's 1983/84 annual report.

Advisory Council on Occupational Health and Occupational Safety

Dr. D.R. McCalla*
Chairman

Dr. C.J. Tuohy**
Vice-Chairman

The Advisory Council on Occupational Health and Occupational Safety consists of 19 members - a chairman, a vice-chairman, six members selected from management, seven from labour and four from the public.

Under section 10 of the Occupational Health and Safety Act the functions and powers of the advisory council are:

- to make recommendations to the Minister of Labour relating to programs of the ministry in occupational health and safety, and

- to advise the minister on matters relating to occupational health and occupational safety that may be brought to its attention or be referred to it.

During the year the advisqry council submitted four advisory memoranda to the minister. The advisory memoranda are:

- A Review by the Advisory Council of the Process Used to Develop a Standard for Isocyanates and Council's Evaluation of the Criteria Utilized to Assess the Hazard of Exposure to Isocyanates in the Workplace.

- A Review by the Advisory Council of the Process Used to Develop a Standard for Silica and Council's Evaluation of the Criteria Utilized to Assess the Hazard of Exposure to Silica in the Workplace.

- Health Surveillance and Health Screening in Occupational Health Programs: The Physician in Health Surveillance.

- New Chemical and Biological Agents in the Workplace: Identification and Control of Carcinogens and Potential Carcinogens.

Details of the advisory memoranda and recommendations along with the minister's replies are found in the advisory council's Sixth Annual Report.

Council received a request from the minister for clarification of the previous advisory memorandum, Interim Recommendations on the Electromagnetic Spectrum and the Potential Reproductive Hazards of Visual Display Units. Council's clarification and the minister's response are included in the Sixth Annual Report.

*Dr. J.F. Mustard resigned as chairman of council effective January 31, 1984. Dr. McCalla, was designated chairman on February 1, 1984.

**Dr. Tuohy was designated vice-chairman on June 24, 1983.

Other deliberations and activities of council resulting in correspondence with the minister, and likewise recorded in council's annual report, related to: the previous advisory memorandum on legal interpretation of the Occupational Health and Safety Act, a study being undertaken by council of joint health and safety committees in Ontario workplaces, and matters concerning priorities for action in the control of toxic substances.

The council secretariat currently consists of an executive assistant to the chairman, three research officers, a project officer serving on a part-time basis, a committee officer and two secretarial staff.

Ontario Manpower Commission

Mr. Benson A. Wilson*
Chairman

The Ontario Manpower Commission was established in 1979 with the mandate to oversee all manpower programs of the Ontario Government and to make policy and operational decisions subject to the concurrence of the cabinet. The commission consists of a full-time chairman/commissioner, nine part-time commissioners and 29 full-time employees.

The commissioners are private sector individuals with primary responsibility for advising government on manpower matters. Mr. Samuel H. Ellens, Mr. J.A. Armstrong and Mrs. Jalynn H. Bennett are drawn from the business sector; Mr. Clifford G. Pilkey, Mr. Kenneth G. Rose and Mr. Stanley E. Roscoe come from labour; and Mr. Douglas E. Light, Miss Jacqueline P. Robarts and Dr. Wallace A. McLaughlin are from the academic community. The chairman, Mr. Benson A. Wilson, was with the corporate sector before entering government service and was most recently assistant deputy minister with the Ministry of Colleges and Universities.

Reporting through the Cabinet Committee on Manpower, chaired by the Minister of Labour, the Ontario Manpower Commission develops short and long-term manpower strategies based on projected requirements of the economy and the composition of the work force. Areas within the commission's mandate include those relating to training, labour market information and human resources planning.

The commission undertakes specific studies of selected occupational areas, industrial sectors and segments of the labour force. During this fiscal year it was responsible for the general direction of five youth programs administered by other ministries as well as for co-ordinating the development of specific employment strategies for women, the disabled and native peoples.

The commission played an important role in a number of major initiatives during the 1983/84 fiscal year. The commission acted on behalf of Ontario in the administration of the Canada Ontario Employment Development (COED) Program, a federal-provincial job creation program. Provincial funding of $110 million was provided by the Board of Industrial Leadership and Development (BILD), while federal funding of $110 million was provided through the Canada Employment and Immigration Commission. The COED Program funded labour-intensive projects sponsored by municipalities, community groups, non-profit organizations and businesses across Ontario that conformed to Ontario's strategy of using short-term job creation funding for the long-term economic benefit of the province. The COED Program created an estimated 26,000 jobs during its operating period (January 1983 to June 1984).

*Mr. Wilson was appointed chairman in February 1984, when Dr. Alan D. Wolfson accepted the position of assistant deputy minister with the Ministry of Labour.

The Ontario Manpower Commission also directed an evaluation of the programs within the Youth Employment Envelope. This assessment of the Youth Envelope included the Ontario Career Action Program, the Summer Experience Program, the Ontario Youth Employment Program, the Winter Experience Program and the Ontario Youth Employment Counselling Program. The evaluation of these programs has become an integral part of the government's continuing review of youth employment programs and policies.

Several publications produced by the commission during the year include:

- Industrial Training for High-Level Skills

- The Employment of Women in Ontario: Background Report:

Public Service Appeal Boards

The four statutory tribunals comprising the Public Service Appeal Boards function as independent quasi-judicial tribunals, with offices and hearing rooms at 180 Dundas Street West in Toronto. The four tribunals oversee the labour relations of Ontario Crown employees. Employees are represented before the boards by one of four employee organizations: the Ontario Public Service Employees Union, the Ontario Liquor Board Employees' Union, the Canadian Union of Public Employees - Local 767, the Canadian Union of Public Employees - Local 1750, and the Amalgamated Transit Union - Local 1587.

Previously, all four appeal boards came under the authority of the Civil Service Commission. As of April 1, 1983, the Minister of Labour was given authority over the Crown Employees Collective Bargaining Act. This had the effect of placing two of the appeal boards - the Ontario Public Service Labour Relations Tribunal and the Crown Employees Grievance Settlement Board - under the minister's jurisdiction. In line with this rearrangement, the ministry administers the day-to-day affairs of all four tribunals. However, appointments to, and policy decisions concerning, the two remaining boards - the Public Service Grievance Board and the Classification Rating Committees - continue to come under the jurisdiction of the Civil Service Commission.

A small staff is assigned to provide administrative and clerical support to the appeal boards. The permanent staff consists of one secretary of the Public Service Appeal Boards, one manager of Office Support Services, one office support clerk and one records processing and control clerk.

Ontario Public Service Labour Relations Tribunal

O.B. Shime, Q.C.	**T.A. Innes**
Chairman	**Acting Registrar**

The Ontario Public Service Labour Relations Tribunal administers the Crown Employees Collective Bargaining Act, and is empowered by the Act to adjudicate matters referred to it by government employers, employee organizations or employees on matters such as:

- conferring representation rights on employee organizations;
- terminating employee organization representation rights;
- unfair labour practices;
- bad faith bargaining;
- successor rights applications;
- alleged strikes and lock-outs;
- consent to prosecute under the Act;
- inclusions and exclusions of employees in bargaining units;
- exemptions from the payment of union dues by individual employees; and
- the duty of fair representation owed by employee organizations to individual employees.

Decisions of the tribunal are final, although the Act empowers the tribunal to reconsider a decision if it considers it advisable. Tribunal decisions can be challenged by way of judicial review only on the grounds that the procedure employed violated the rules of natural justice or that the decision was patently unreasonable. The tribunal has the authority to state a case in writing to the Divisional Court to determine any question of law. While the tribunal has the choice of whether or not to state a case on its own motion, it is required to submit a stated case to the Court upon the request of any party to a hearing.

In addition to adjudicating disputes, the tribunal is involved in providing other dispute resolution mechanisms. Mediators are provided by the tribunal to assist parties in reaching a collective agreement. The tribunal also appoints interest arbitrators to determine the provisions of collective agreements when the parties are unable to mutually agree on an agreement and where they have failed to select or have been unable to agree to an appropriate arbitrator. Finally, the tribunal frequently appoints an investigator to enquire into fair representation complaints by individual employees against employee organizations.

The tribunal consists of one chairman and [illegible] members representing employees and employers. The chairman and [illegible]s are appointed by order-in-council. Members are appointed on the basis of nominations received from the respective parties. The tribunal sits in panels of three, consisting of one member representing employees, one member representing employers, and the chairman, who presides.

The tribunal, together with the Crown Employees Grievance Settlement Board, is currently the subject of a study by Mr. Robert Joyce, who was appointed by the Minister of Labour to consider what beneficial changes the two tribunals might institute to further improve the service provided to Crown employees and employers.

Applications in Fiscal Year 1983/84

Filed Before March 31/83 and Pending	Filed in Year	Appointments	Disposition
		Investigator	Pending before Investigator
6	33	19	3
		Arbitrator	Pending before Arbitrator
		2	2
			Decisions Issued
			11
			Pending before Tribunal
			23*

*Of 23 pending cases: 5 have been disposed of by decisions in fiscal 1984/85

6 hearings have been held and decisions are reserved

6 cases are currently scheduled for hearing

6 cases remain to be scheduled

Crown Employees Grievance Settlement Board

I.C.A. Springate	H.J. Waisglass	T.A. Inniss
Acting Chairman	Special Vice-Chairman for Mediation	Acting Registrar

The Crown Employees Grievance Settlement Board, established by section 20(1) of the Crown Employees Collective Bargaining Act, is solely responsible for the adjudication of employee organization and employer rights disputes involving matters such as dismissals, suspensions, other forms of discipline, working conditions and classification. Employee organization and employer policy grievances may require the board to interpret provisions contained in collective agreements. The only means of challenging a board decision is by way of judicial review to the courts, and only on narrow grounds, such as excess of jurisdiction, errors of law and questions relating to natural justice.

The board consists of one acting chairman (at the time of publication), 23 vice-chairmen and 60 members representing employees and employers. The chairman, vice-chairmen and members, who serve in a part-time capacity, are appointed by order-in-council. Members are appointed on the basis of nominations received from the respective parties. The board sits in panels of three, consisting of one member representing employees, one member representing employers, and the acting chairman or a vice-chairman, who presides.

One vice-chairman has been designated exclusively as a grievance mediator. The board's mediation service attempts to encourage parties to a dispute to settle their differences without resorting to actual board adjudication.

The board, together with the Ontario Public Service Labour Relations Tribunal, is currently the subject of a study by Mr. Robert Joyce, who was appointed by the Minister of Labour to consider what beneficial changes the two tribunals might institute to further improve the service provided to Crown employees and employers.

Grievances in Fiscal Year 1983/84

Filed Before March 31/83 and Pending	Filed in Year						Withdrawn		Board Decisions Issued	Cases Pending as of March 31/84
	Dismissal	Other Discipline	Classification	Policy	Other	TOTAL	Without settlement by Mediator	With Settlement by Mediator		
518	80	113	120	6	504	823	292	270	142	637

Public Service Grievance Board

C.G. Simmons Chairman (on leave)	Judge Walter Little Acting Chairman	T.A. Inniss Acting Secretary

The Public Service Grievance Board operates pursuant to the Public Service Act and, in particular, Part 5 of Regulation 881. The board adjudicates grievances concerning non-bargaining unit employees; grievances relating to bargaining unit employees are adjudicated by the Grievance Settlement Board. The Public Service Grievance Board may be called upon to deal with matters such as dismissal, suspension, other forms of discipline, merit increase, promotion and transfer. Decisions of the board are final, although dismissals are subject to the authority of the lieutenant-governor-in-council. Decisions are also subject to judicial review as with the Grievance Settlement Board.

The board consists of a chairman (on a year's leave), an acting chairman (for the duration of the chairman's leave) and four members representing non-bargaining unit employees and employers. The chairman and members are appointed by order-in-council. The board sits in panels of three, consisting of one member representing non-bargaining unit employees, one member representing employers, and the chairman, who presides.

Classification Rating Committees

C.G. Simmons Chairman (on leave)	Judge Walter Little Acting Chairman	T.A. Inniss Acting Secretary

Classification Rating Committees are designated by the chairman of the Civil Service Commission. Pursuant to section 57 of Regulation 881 under the Public Service Act, Classification Rating Committees are appointed to adjudicate grievances concerning position classification from eligible employees who are excluded from the application of the Crown Employees Collective Bargaining Act. The committees are therefore essentially responsible for classification grievances filed by persons employed in a managerial or confidential capacity. Such committees are quasi-judicial tribunals, and sit with one personnel administrator from a non-interested ministry and two persons who are not civil servants. One of the latter two acts as chairman of the committees. Currently, the committees are drawn from an acting chairman and three available members.

Public Service Grievance Board and Classification Rating Committees

Grievances in Fiscal Year 1983/84

	Filed Before March 31/83 and Pending	Filed in Year	Withdrawn or Settled	Decisions Issued	Cases Pending as of March 31/84
PSGB	2	14	4	8	4
CRC	3	2	2	3	0

1983/84 Activities

A total of 872 applications were filed with the four Public Service Appeal Boards in the fiscal year 1983/84. The bulk of these applications - 823 or 94.38 per cent - were submitted to the Grievance Settlement Board. Thirty-three applications - 3.78 per cent of all applications - went to the Public Service Labour Relations Tribunal. The remaining applications were filed with the Public Service Grievance Board and the Classification Rating Committees.

The Public Service Labour Relations Tribunal issued 33 decisions in the fiscal year. Of these 33 decisions, 11 (33.33 per cent) involved tribunal adjudication of disputed matters between parties. Nineteen decisions (57.58 per cent) involved the appointment of an investigator to inquire into complaints filed with the tribunal. In two cases (6.06 per cent), the tribunal appointed interest arbitrators with a view to determining collective bargaining disputes. In one case (3.03 per cent), the tribunal ordered a representation vote amongst employees in a bargaining unit.

Of the 823 grievances filed with the Grievance Settlement Board in 1983/84, 80 (9.72 per cent) pertained to employee dismissal an 113 (13.73 per cent) pertained to other forms of discipline. In total, 193 grievances (23.45 per cent) filed with the board pertained to one form of discipline or another. One hundred and twenty grievances (14.58 per cent) related to disagreements over employee classification. Five hundred and four grievances (61.24 per cent) were in relation to other numerous matters arising under the applicable collective agreements and involving employee concerns. Only six grievances (0.73 per cent) were of a policy nature, in which an employee organization - as opposed to an individual employee - grieved an alleged collective agreement violation.

The Grievance Settlement Board disposed of 704 grievances in 1983/84. Of these 704 dispositions, 142 (20.17 per cent) were dealt with by the board through a full hearing in which the matters in dispute were adjudicated, and a final decision was issued. The remaining 562 grievances were settled or withdrawn prior to an actual board decision. Two hundred and seventy grievances (48.04 per cent of all grievances withdrawn or settled in 1983/84, and 38.35 per cent of all grievances disposed of in the fiscal year) were settled with the assistance of the board's mediator. Two hundred and ninety-two grievances (51.96 per cent of all grievances withdrawn or settled in 1983/84, and 41.48 per cent of all grievances disposed of in the fiscal year) were settled by the parties themselves.

The Public Service Grievance Board disposed of 12 applications in the fiscal year. Out of these applications, four (33.33 per cent) were withdrawn or settled, and eight (66.67 per cent) were adjudicated by the board.

Finally, three decisions were issued by Classification Rating Committees in 1983/84. In addition, two applications pending before the committees in the fiscal year were withdrawn or settled.

Workers' Compensation Board

Lincoln M. Alexander, QC
Chairman

The Workers' Compensation Board of Ontario, which operates out of 14 offices province-wide, including a Toronto head office, provides the province with three fundamental services: First, adjudicating claims for work-related injuries and occupational diseases and compensating workers for the resulting time lost from work and for permanent disability; second, furnishing injured workers with comprehensive medical and vocational rehabilitation services to help them return to a healthy life and gainful employment; and third, paying for these services through the collection of funds from the province's employers.

In 1983 new claims across the province totalled 344,758. Of total claims, 42.8 per cent (147,666) were accepted as lost-time claims (involving time off work and compensation payments). Another 51 per cent (175,871) of claims were accepted as no lost-time claims (for accidents that necessitated medical treatment, but no time off work beyond the day of the accident).

During the year the board awarded total benefits (exclusive of legislative increases) amounting to $883,415,000 (unaudited). The vast majority of the funds for the board's programs and services come from annual assessments on the province's employers -- in 1983, numbering approximately 164,000. In 1983, the board assessed employers a total of $774 million.

Board rehabilitation staff throughout Ontario were instrumental in rehabilitating 3,981 injured workers in 1983. Of these, 3,188 were returned to work and an additional 793, who will not be returning to employment, were assisted in achieving financial self-sufficiency. Staff were aided in their job-search activities by a public awareness campaign -- intended to encourage employers to contact the board with job opportunities for rehabilitated workers -- conducted under the slogan, 'Back A Comeback'.

An important feature of the board's medical rehabilitation services is its 522-bed Hospital and Rehabilitation Centre in Downsview. The centre provides comprehensive therapy programs to injured workers on an in-patient and out-patient basis. The number of patients admitted to the centre decreased 2.2 per cent, to 11,434 from 11,690, in 1982. However, the number of patients completing the full-treatment program in 1983 increased by 7.6 per cent to 6,520 from 6,050 the previous year.

Effective July 1, 1983, a legislative amendment to the Workers' Compensation Act increased benefit levels to injured workers, surviving spouses and dependants. Among other things, benefits for permanent disability and for temporary total disability were increased. Processing of the adjustments began immediately.

Further details of the board's activities in 1983 can be found in its 1983 Annual Report, which covers the fiscal year ending December 31, 1983.